# BACKGROUND

- January 2010 – all CAPS system users were invited to submit a training needs assessment survey.

- Workers were given two weeks to complete and return the electronic survey.

- February 2010 – Northrop Grumman CAPS trainer compiled all survey responses.

- February 2010 – Formal training needs assessment document was delivered to DPHHS.

- February 2010 – Assessment and survey statistics were also made available to all CAPS system users on the CAPS training website.

Total Returns

- 115 responses were received for a total return of 26%.

- Approximately 450 workers with Child and Family Services (Field and Central Office staff), Tribal and Contract Agencies received an invitation to complete a survey.


Pie chart with values: 15, 6, 94

Legend:
- CPS Field
- Central Office
- Tribal/Other
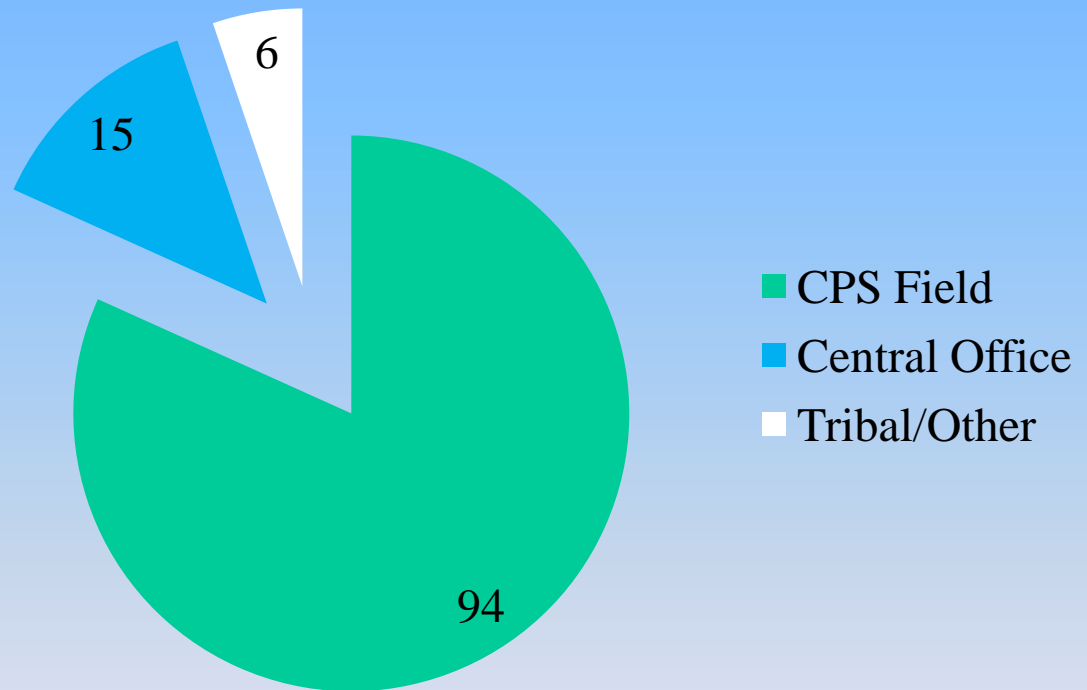
Physical Location of Workers
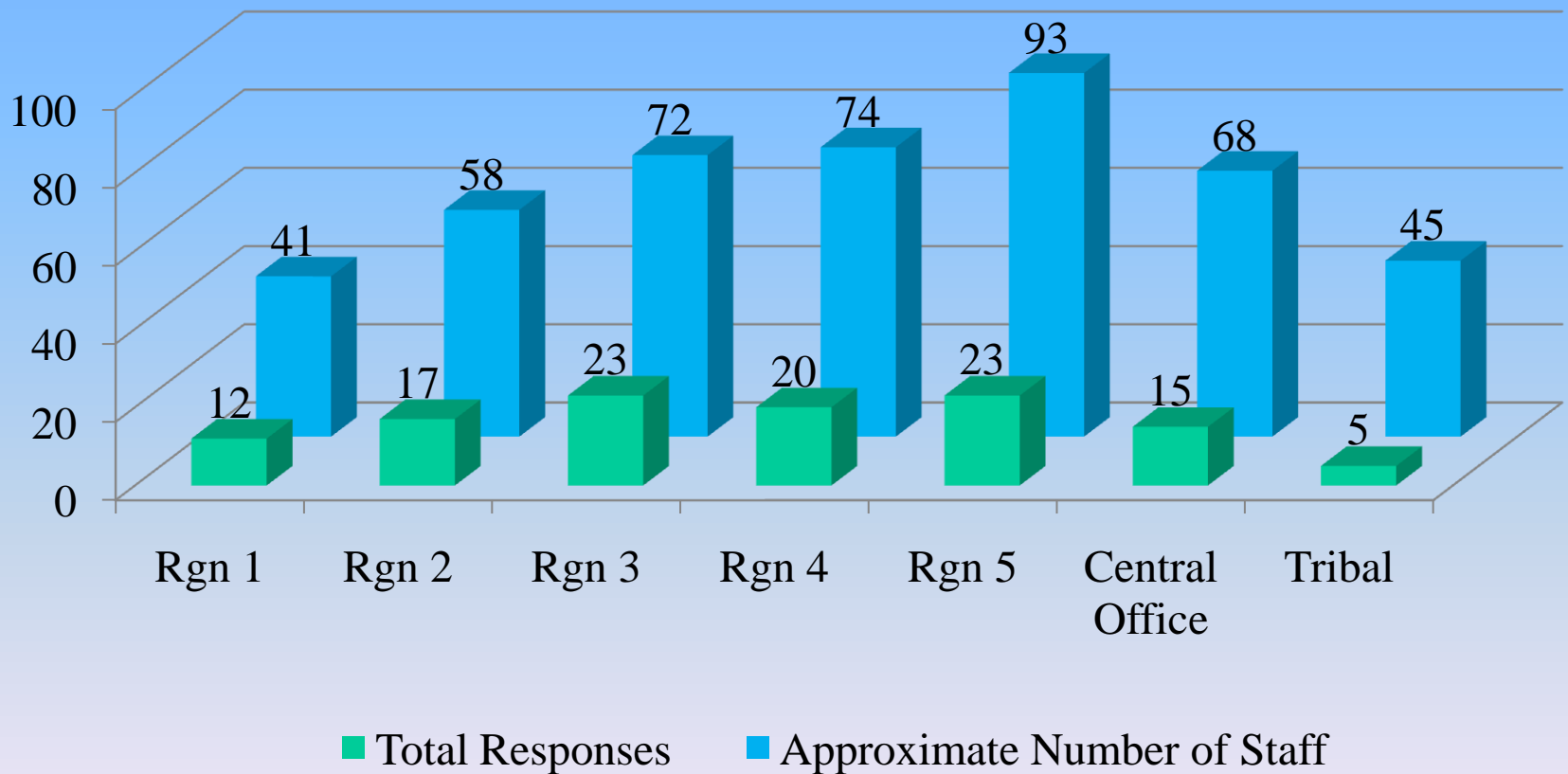
Staff Type of Workers

A. Administrative Support
B. Case Aid
C. Centralized Intake Staff
D. Central Office (All Staff)
E. CPS Specialist
F. Family Group Conference Coordinator
G. Fiscal Officer
H. Licensing Worker
I. Other
J. Permanency Plan Specialist
K. Program Assessment Specialist
L. Regional Administrator
M. Supervisor
N. Transitional Living Specialist

| Category	Value
A	19
B	1
C	3
D	12
E	47
F	4
G	1
H	9
I	2
J	1
K	2
L	0
M	10
N	4
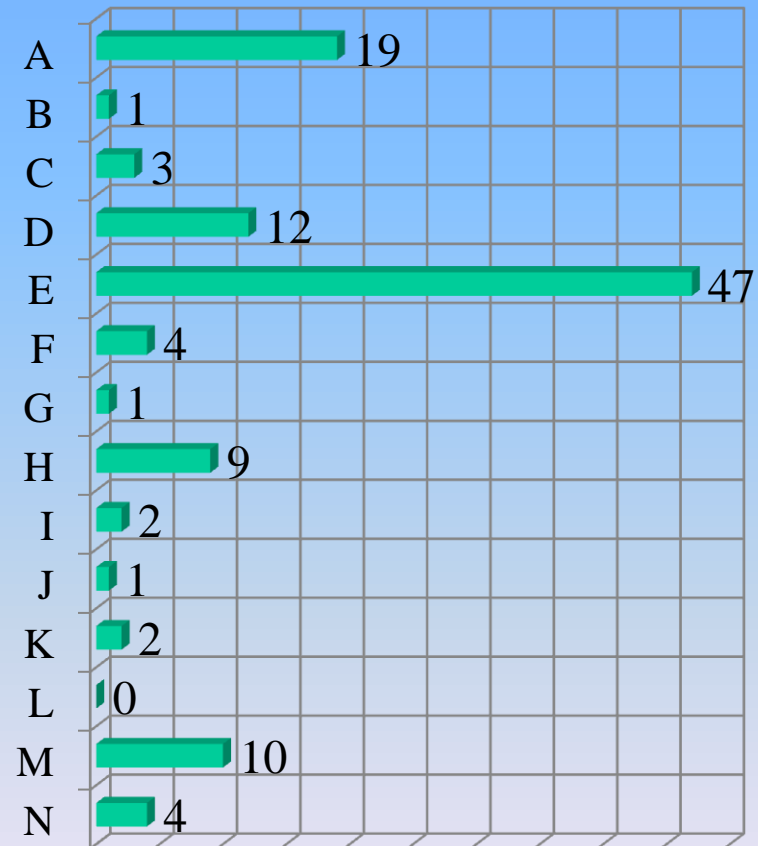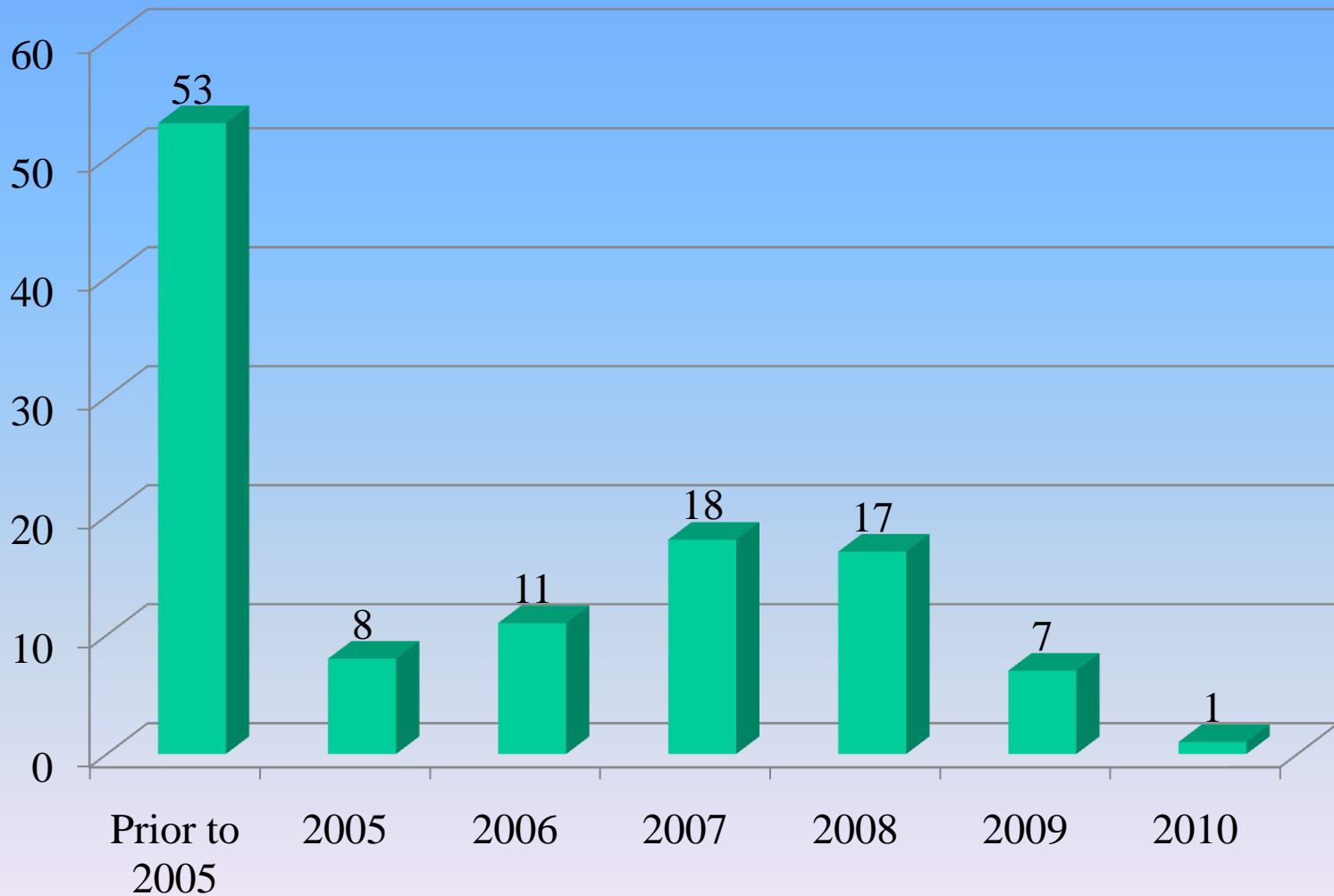
Do you feel that you have a basic understanding of computers (such as hardware, software, memory or file management)?

6

109

- YES
- NO
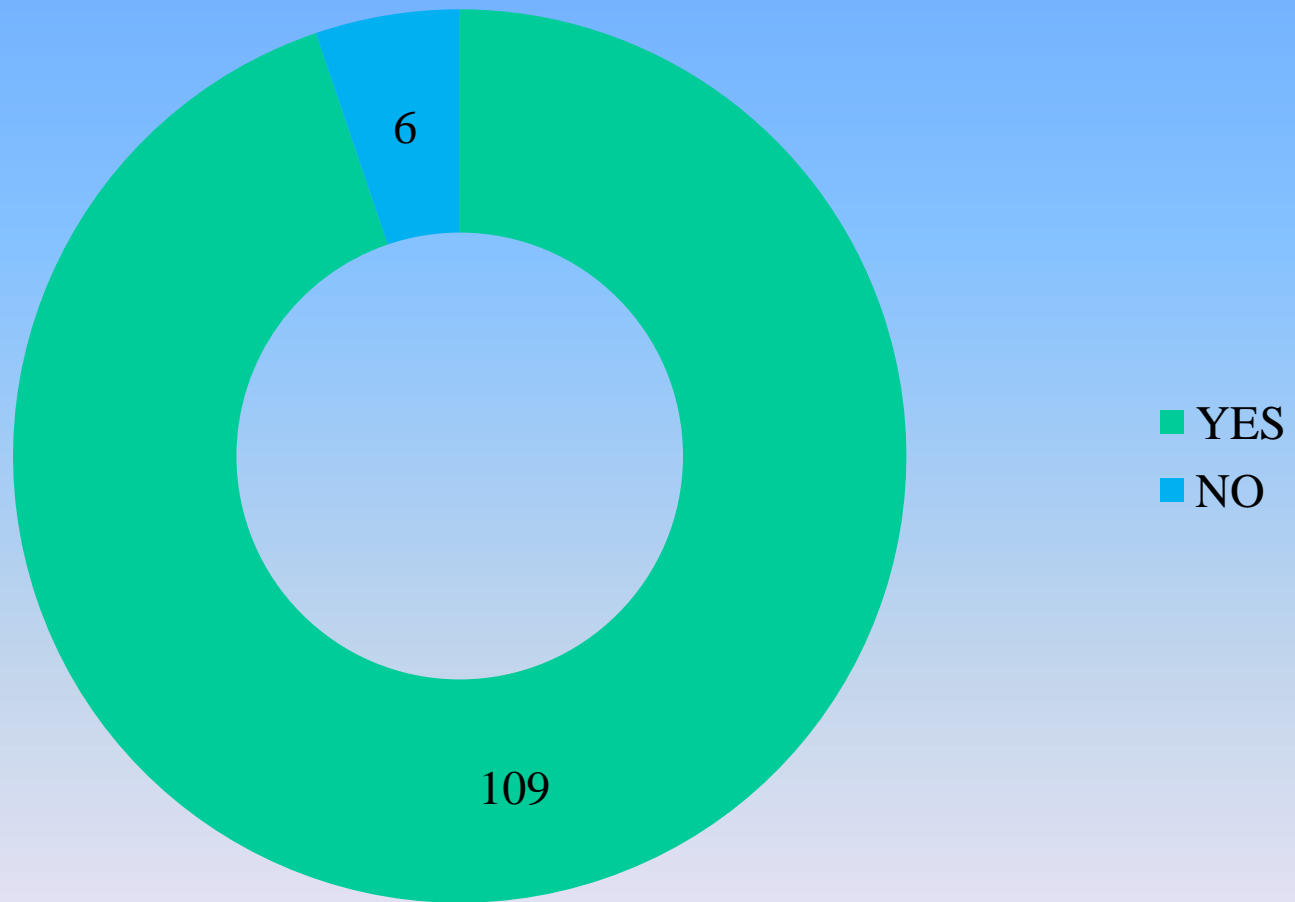
HARDWARE BASICS: Please identify with a YES or NO if you have ever received training. Also identify with a YES or NO if you need/want to receive initial/more training.
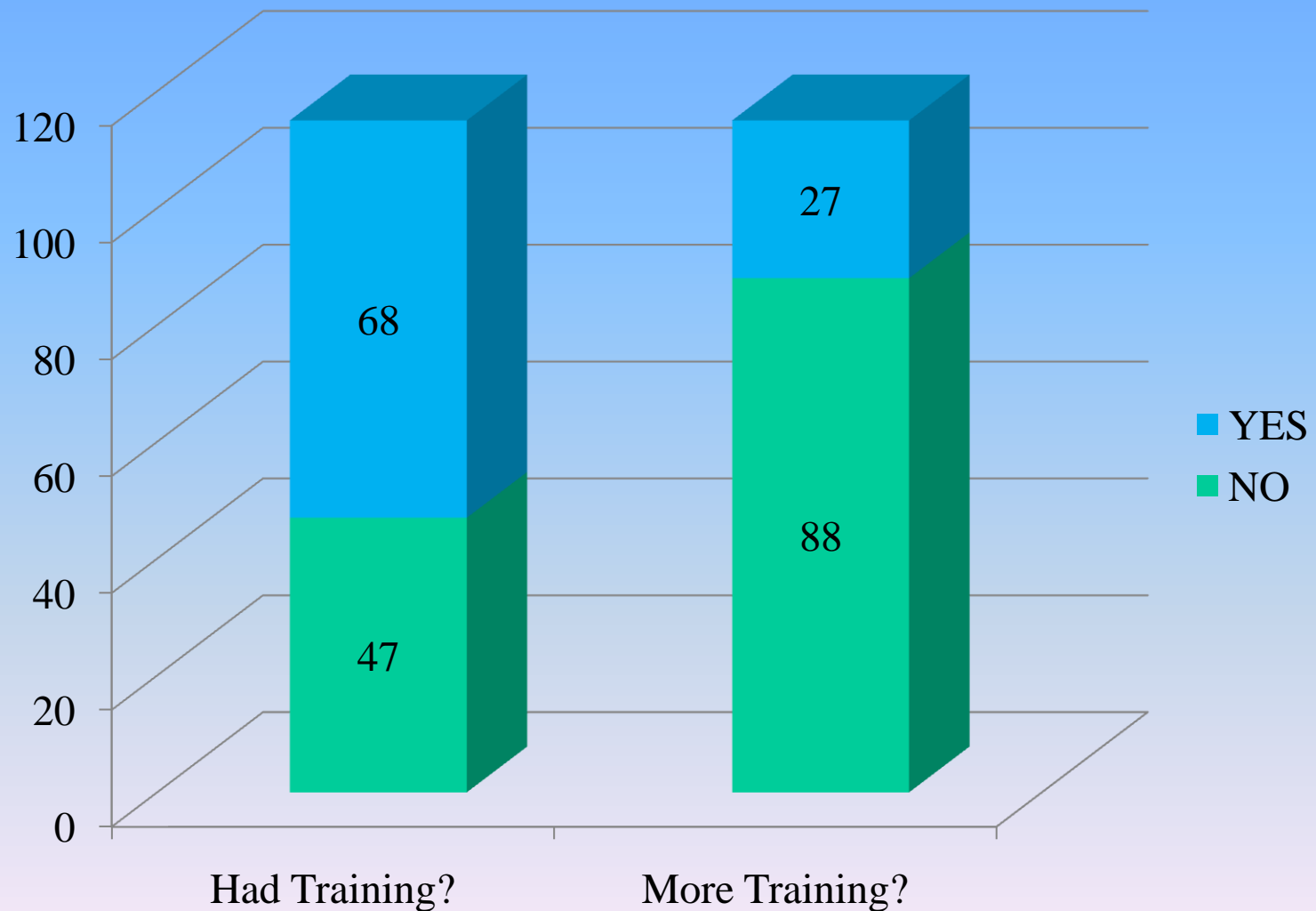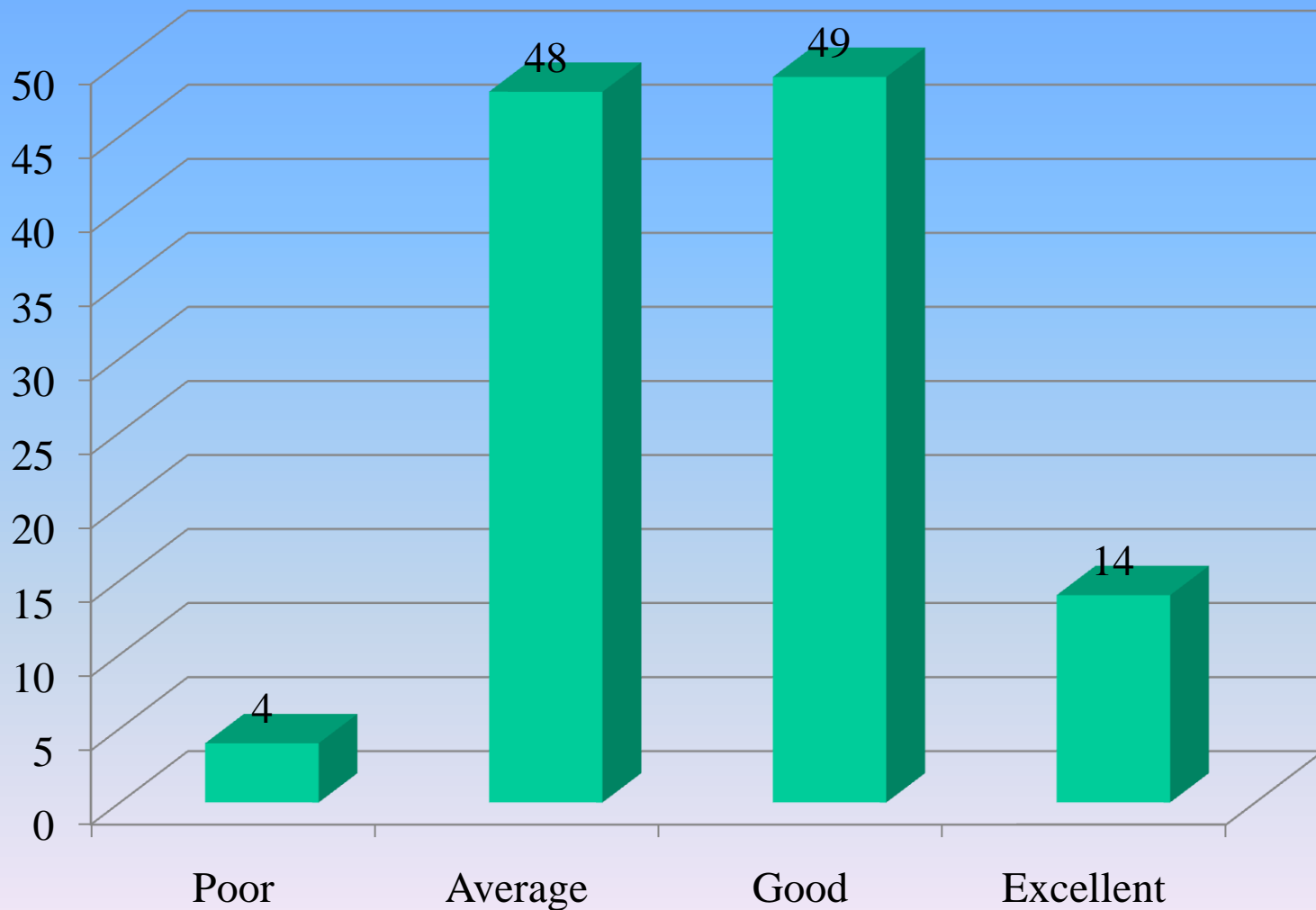
HARDWARE BASICS: Please rate your proficiency using the following rating levels: Poor, Average, Good and Excellent.
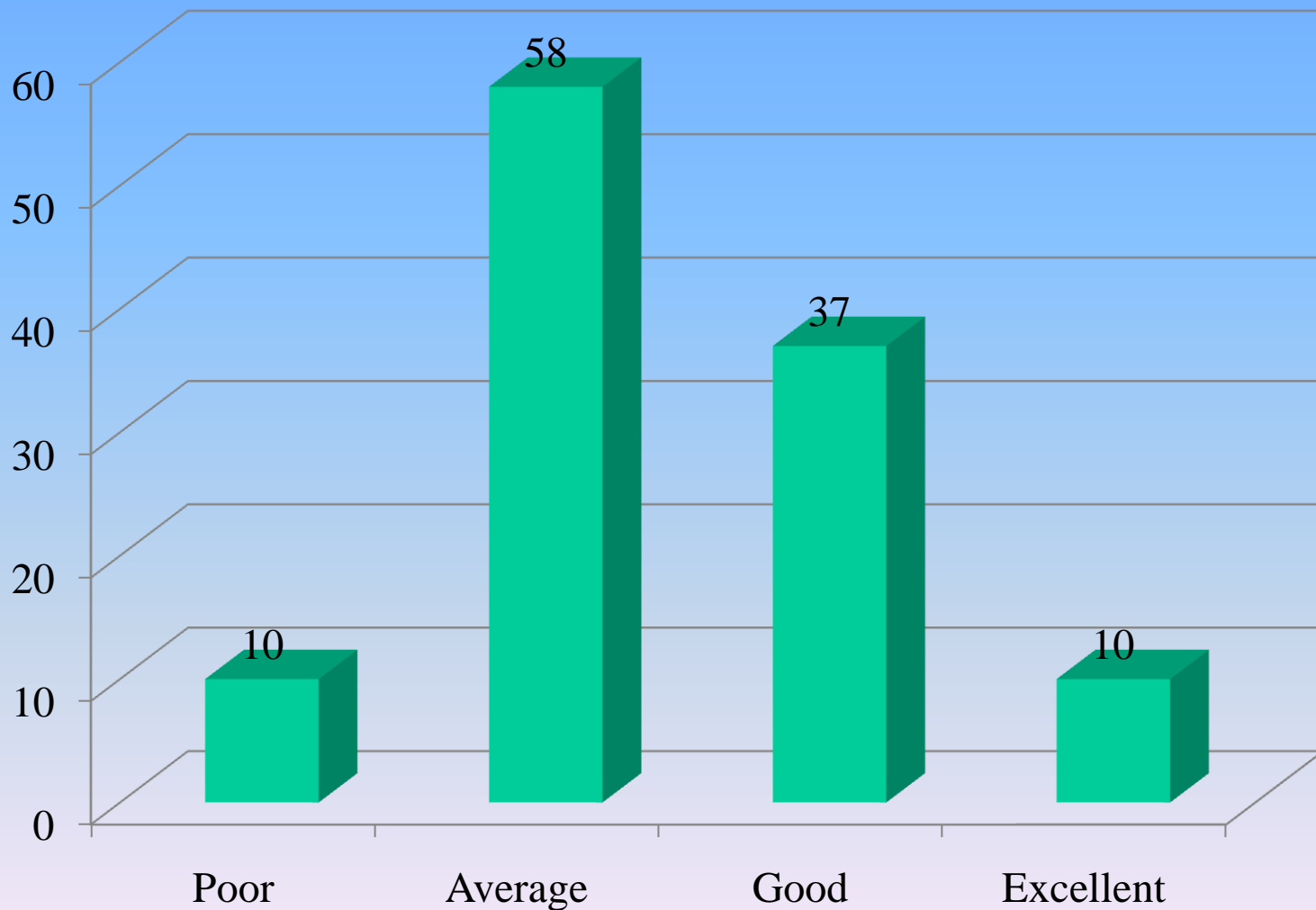
WINDOWS: Please identify with a YES or NO if you have ever received training. Also identify with a YES or NO if you need/want to receive initial/more training.
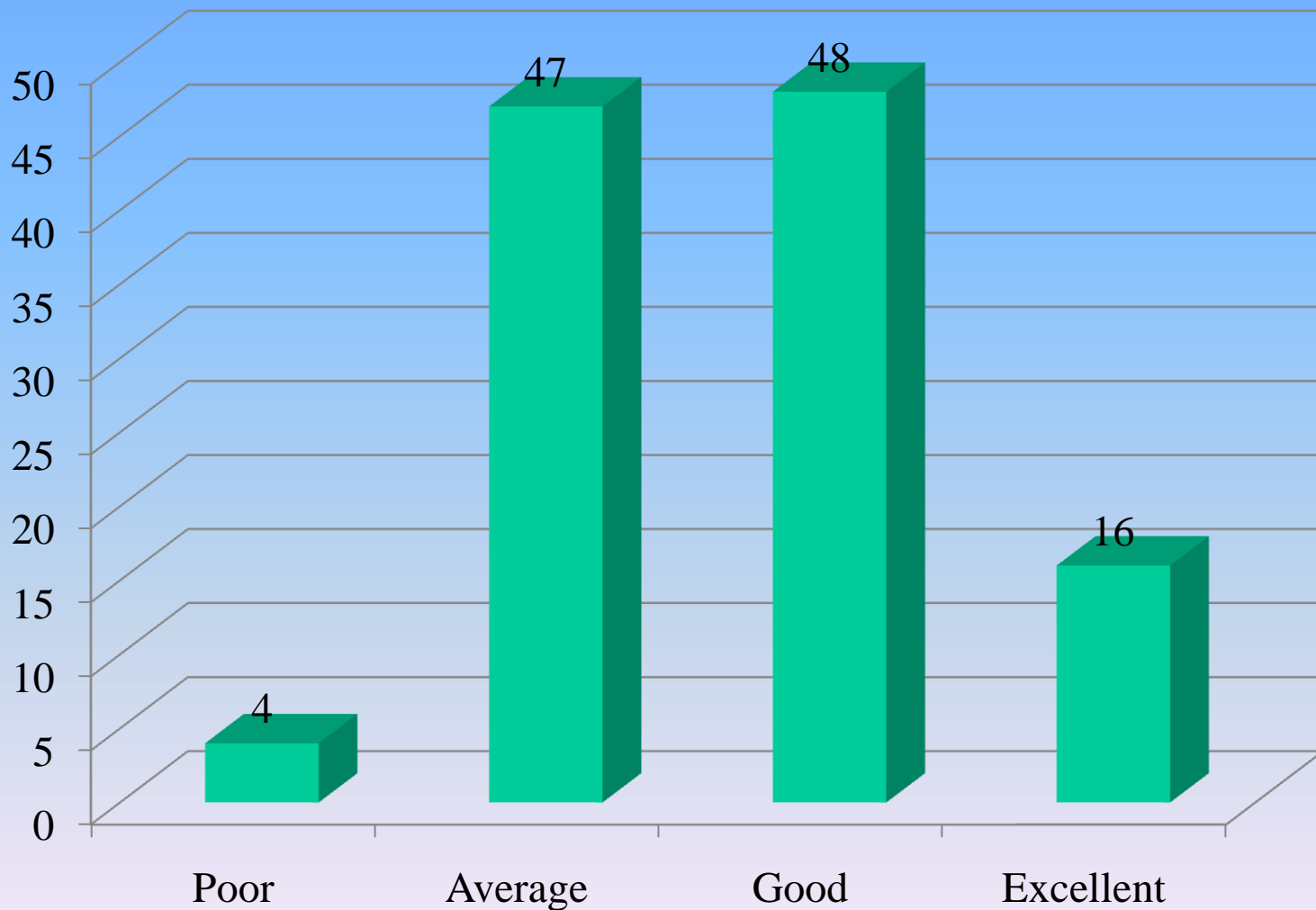
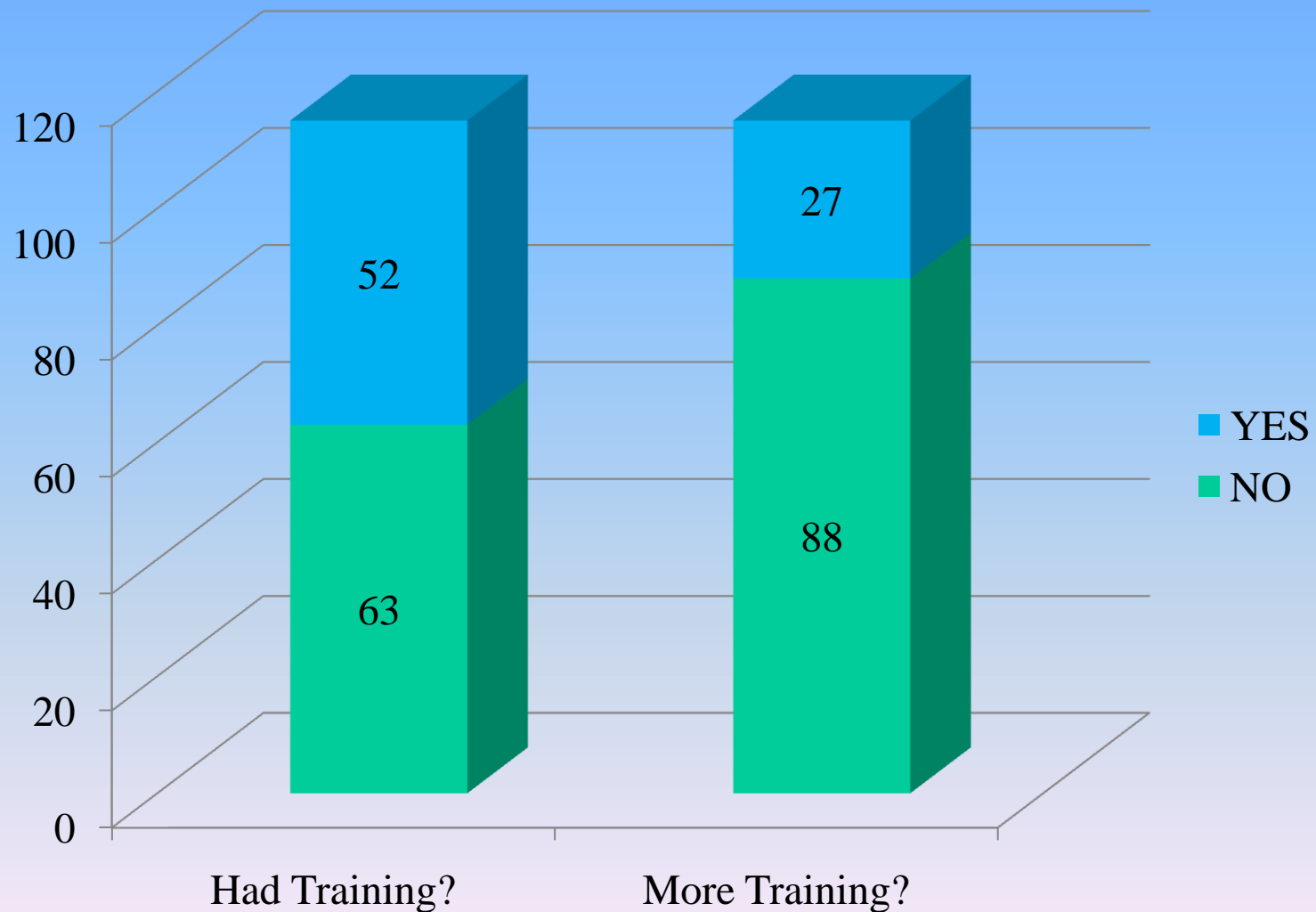WINDOWS: Please rate your proficiency using the following rating levels: Poor, Average, Good and Excellent.

MICROSOFT WORD: Please identify with a YES or NO if you have ever received training. Also identify with a YES or NO if you need/want to receive initial/more training.
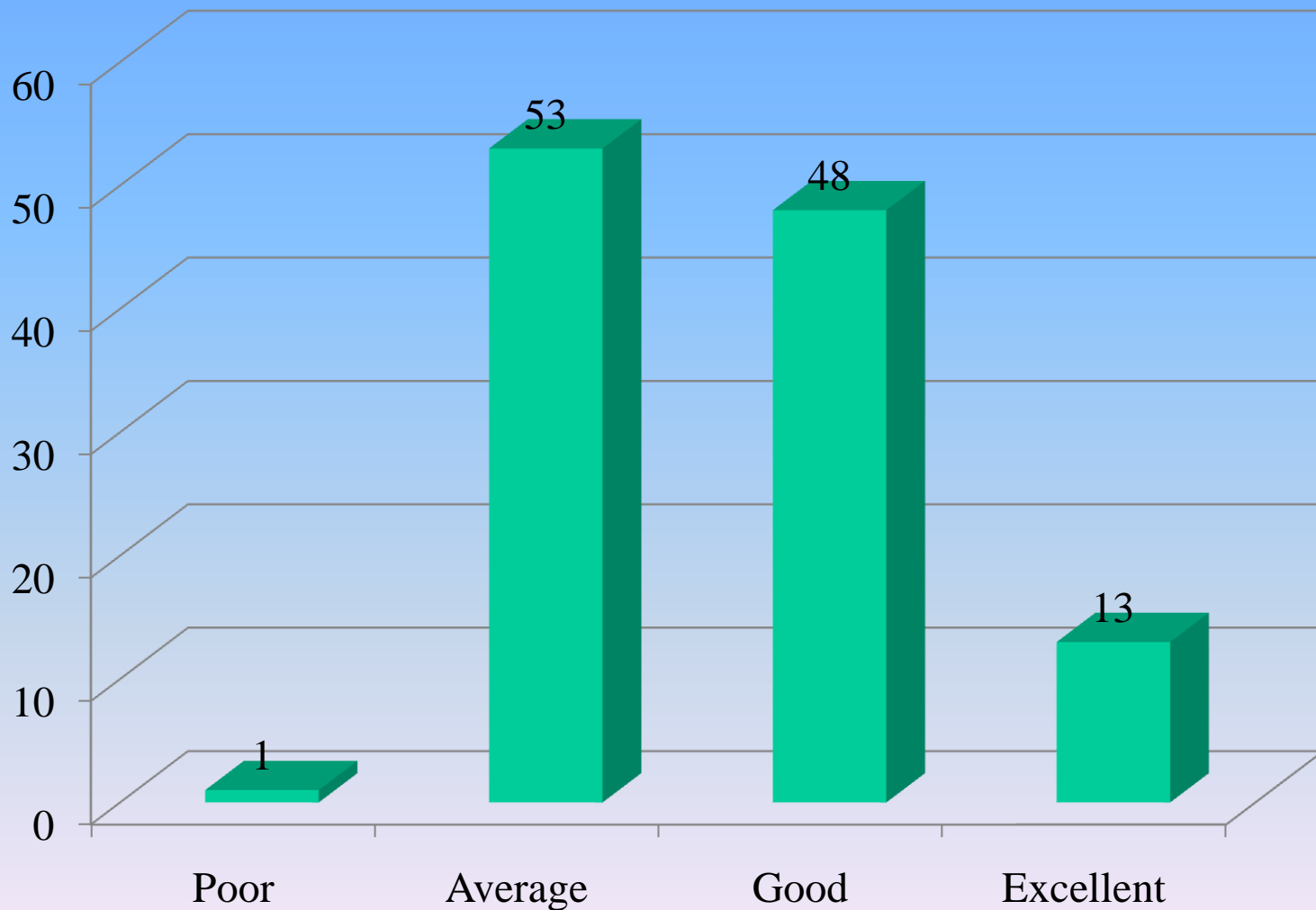
MICROSOFT WORD: Please rate your proficiency using the following rating levels: Poor, Average, Good and Excellent.
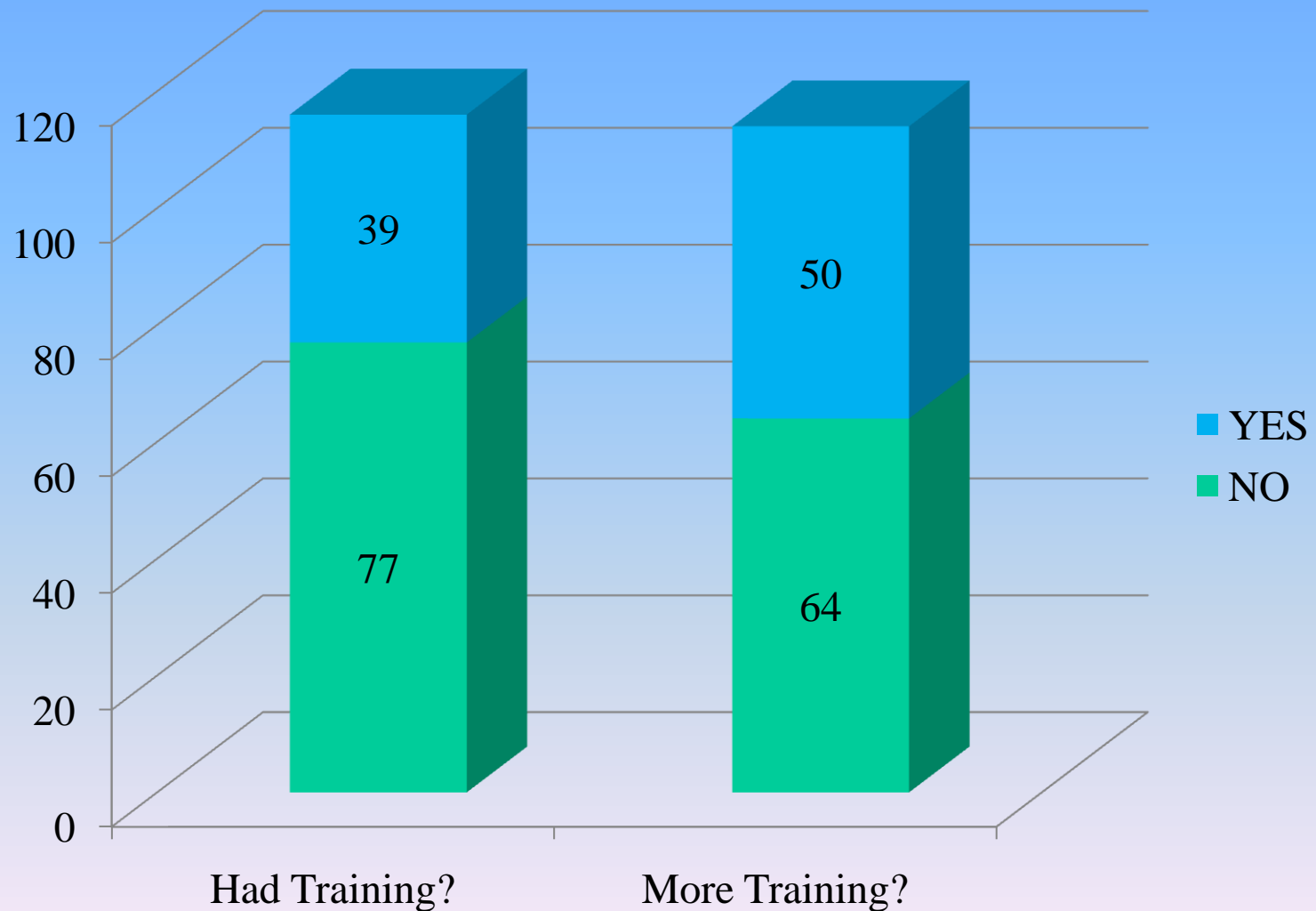
OUTLOOK: Please identify with a YES or NO if you have ever received training. Also identify with a YES or NO if you need/want to receive initial/more training.

OUTLOOK: Please rate your proficiency using the following rating levels: Poor, Average, Good and Excellent.
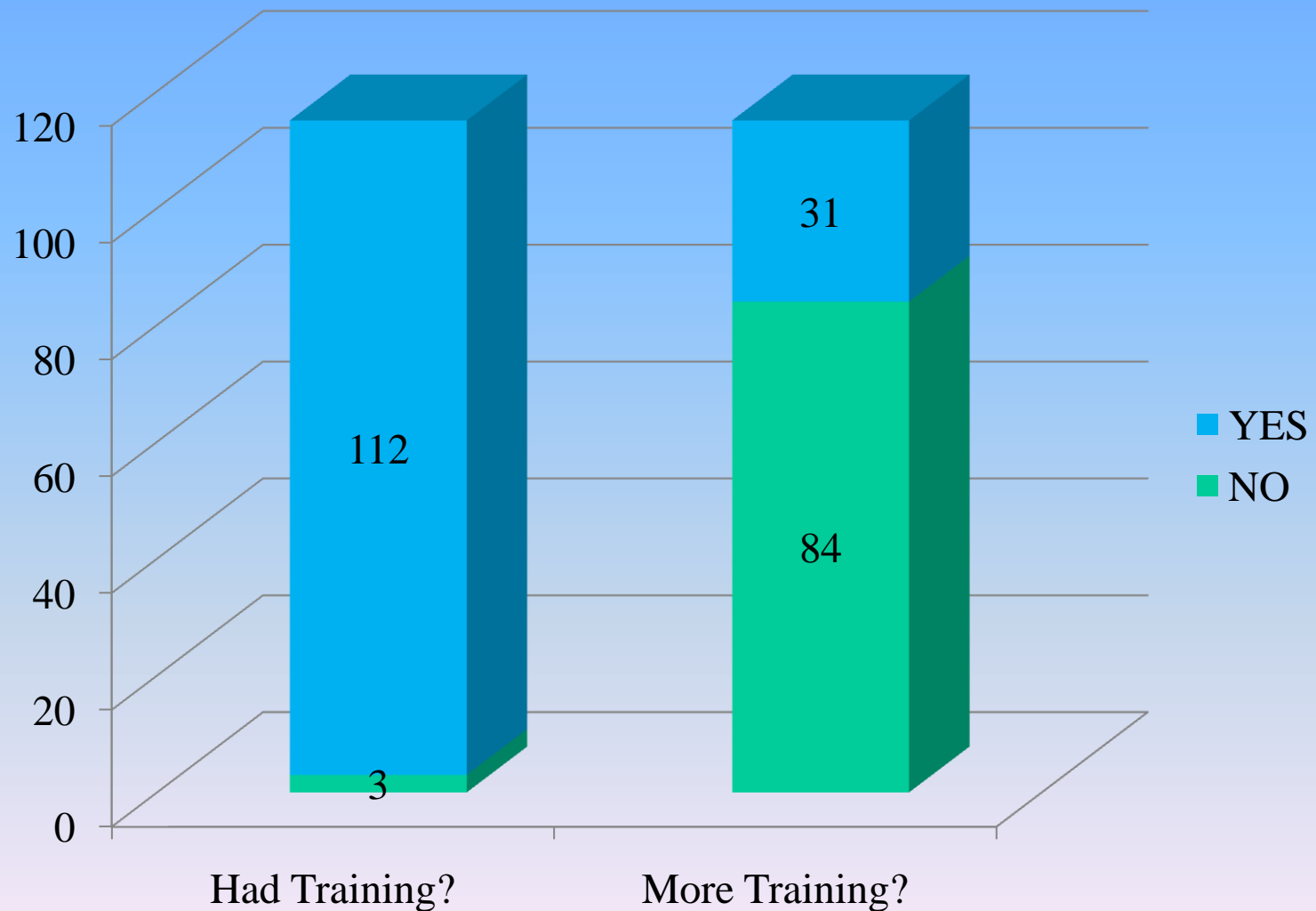
EXCEL: Please identify with a YES or NO if you have ever received training. Also identify with a YES or NO if you need/want to receive initial/more training.
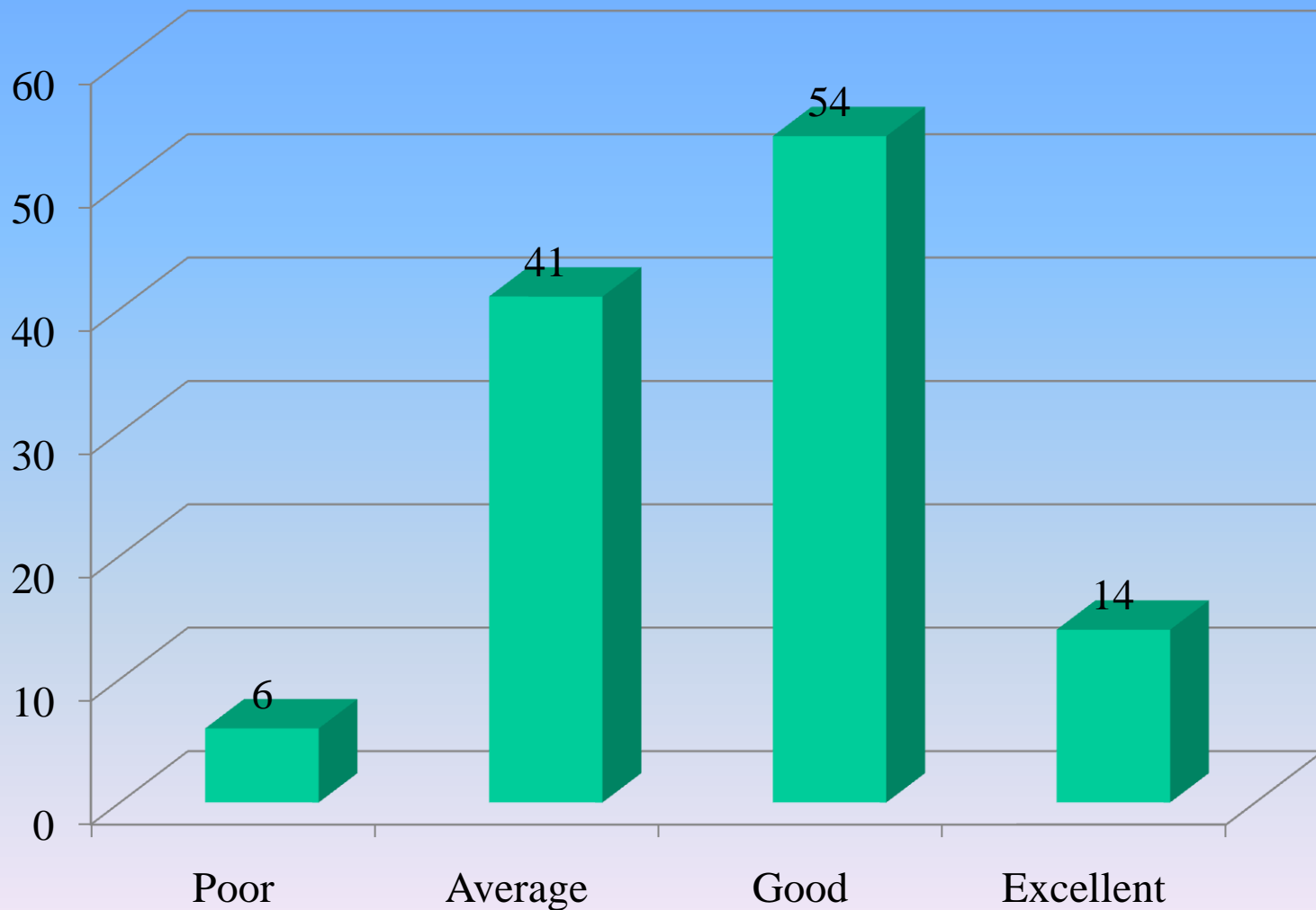
EXCEL: Please rate your proficiency using the following rating levels: Poor, Average, Good and Excellent.

CAPS: Please identify with a YES or NO if you have ever received training. Also identify with a YES or NO if you need/want to receive initial/more training.

CAPS: Please rate your proficiency using the following rating levels: Poor, Average, Good and Excellent.
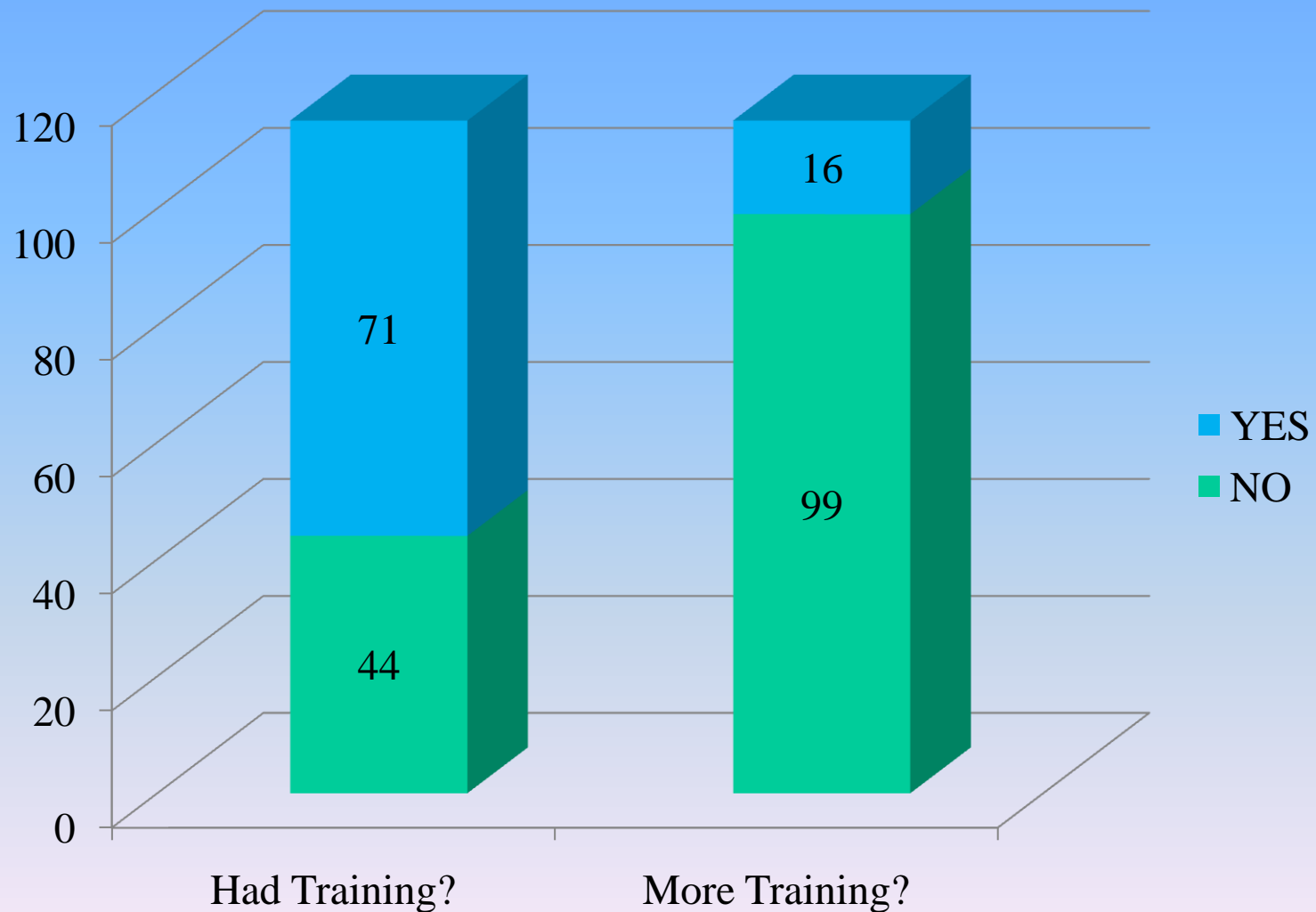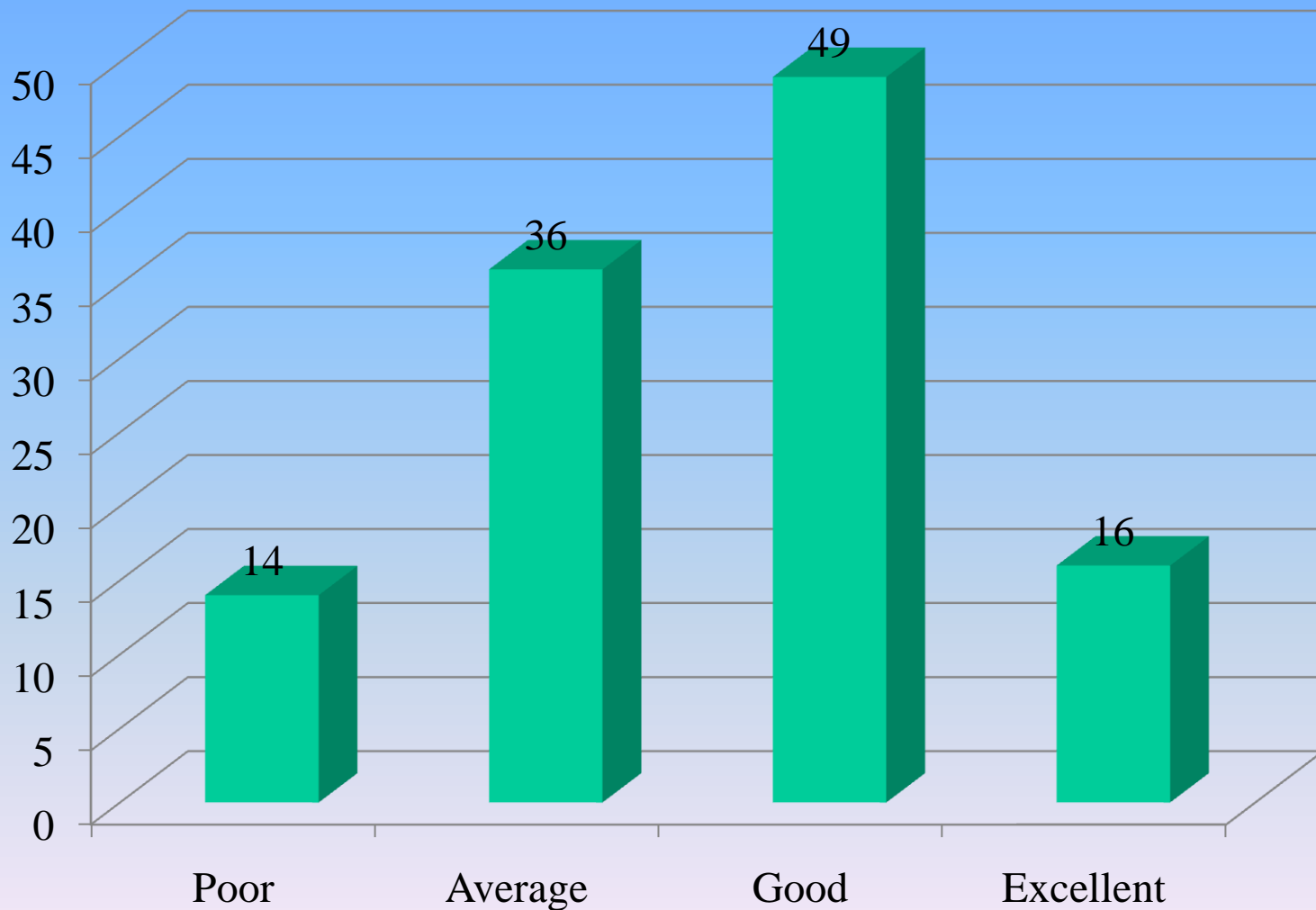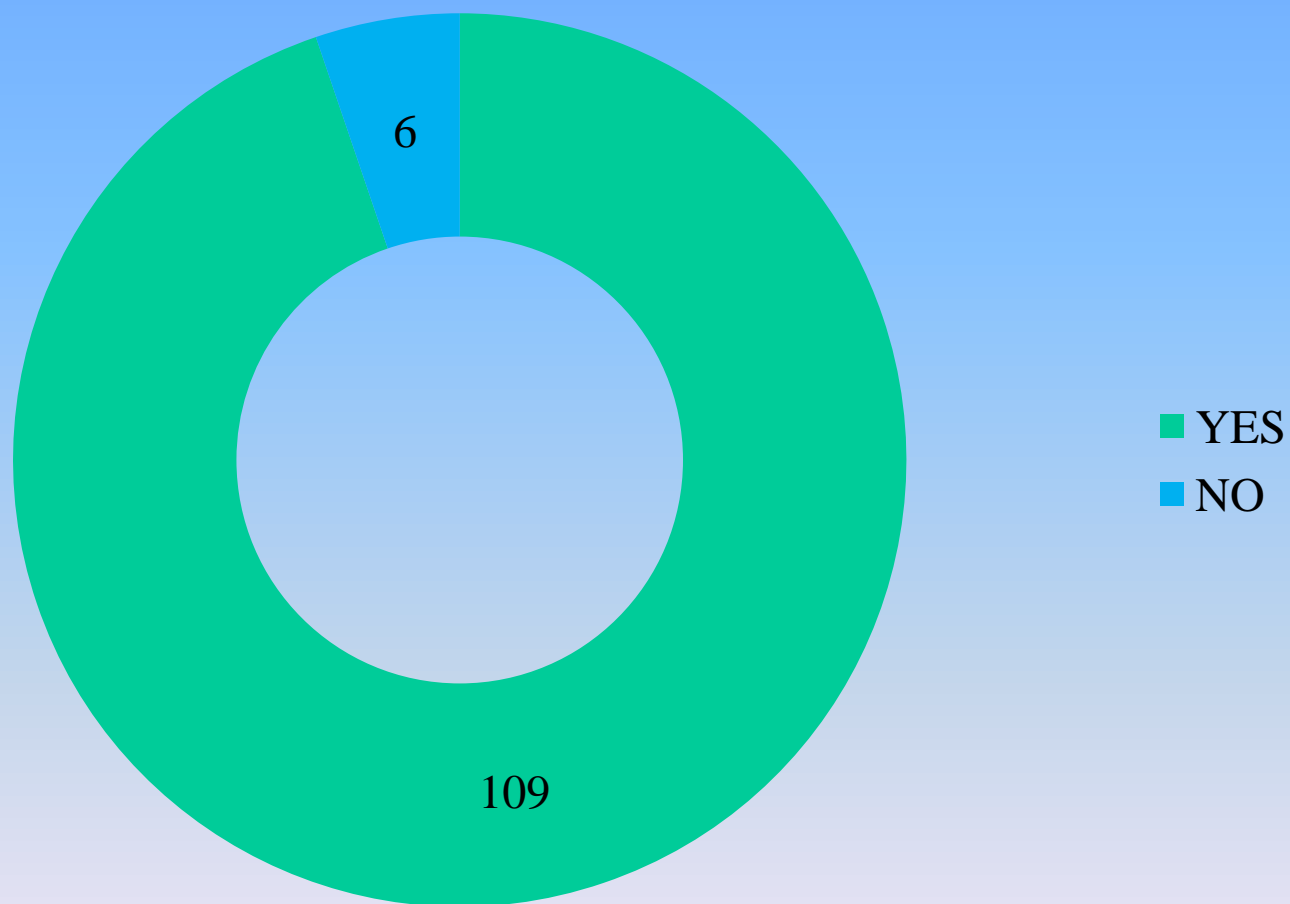
CAPS DOCGEN: Please identify with a YES or NO if you have ever received training. Also identify with a YES or NO if you need/want to receive initial/more training.

CAPS DOCGEN: Please rate your proficiency using the following rating levels: Poor, Average, Good and Excellent.
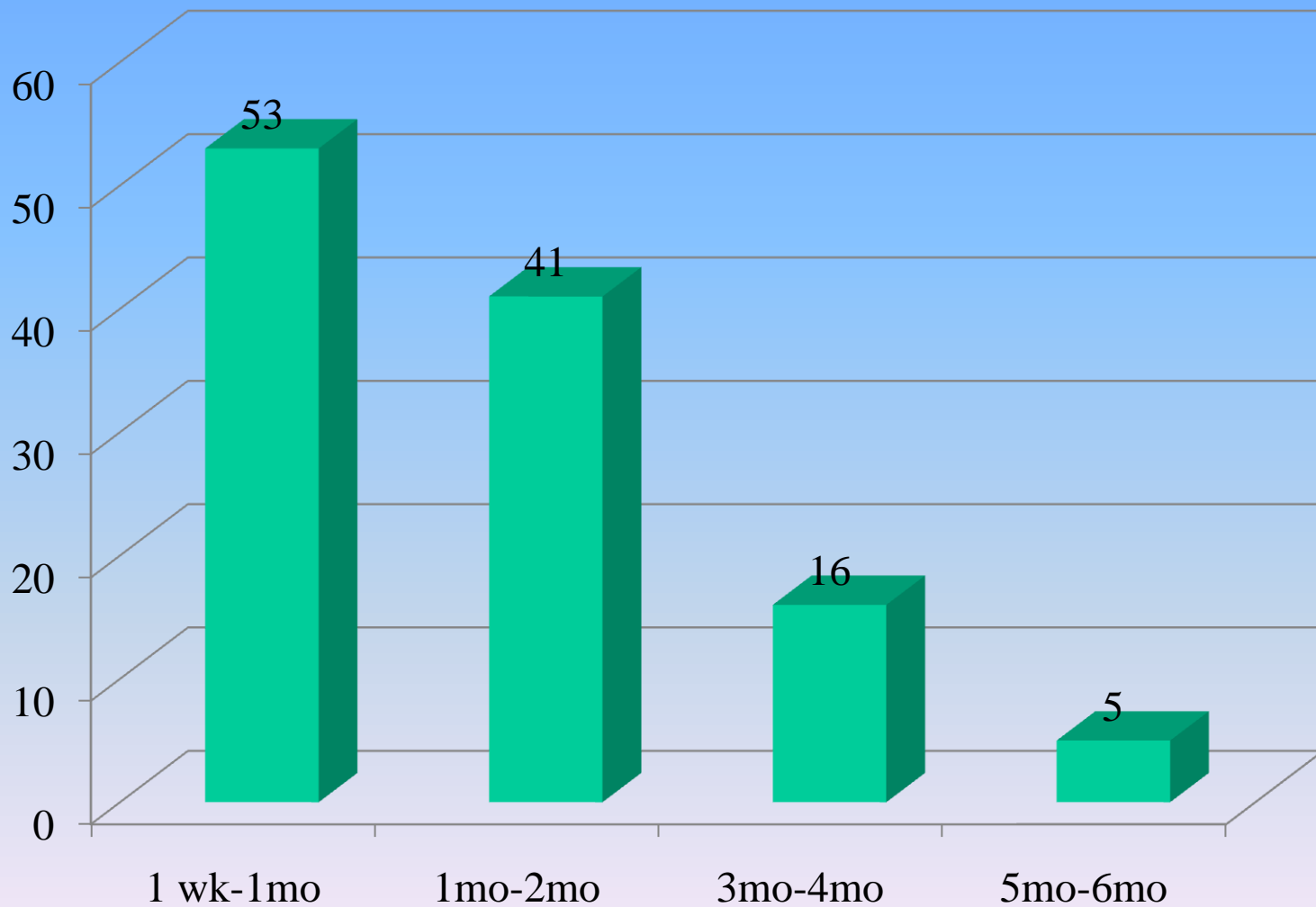
Do you know how to register for CAPS training sessions?

6

109

- YES
- NO

Child and Family Services policy states that new employees are required to attend CAPS system training within six (6) months of hire. Were you able to attend CAPS system training within that timeframe?
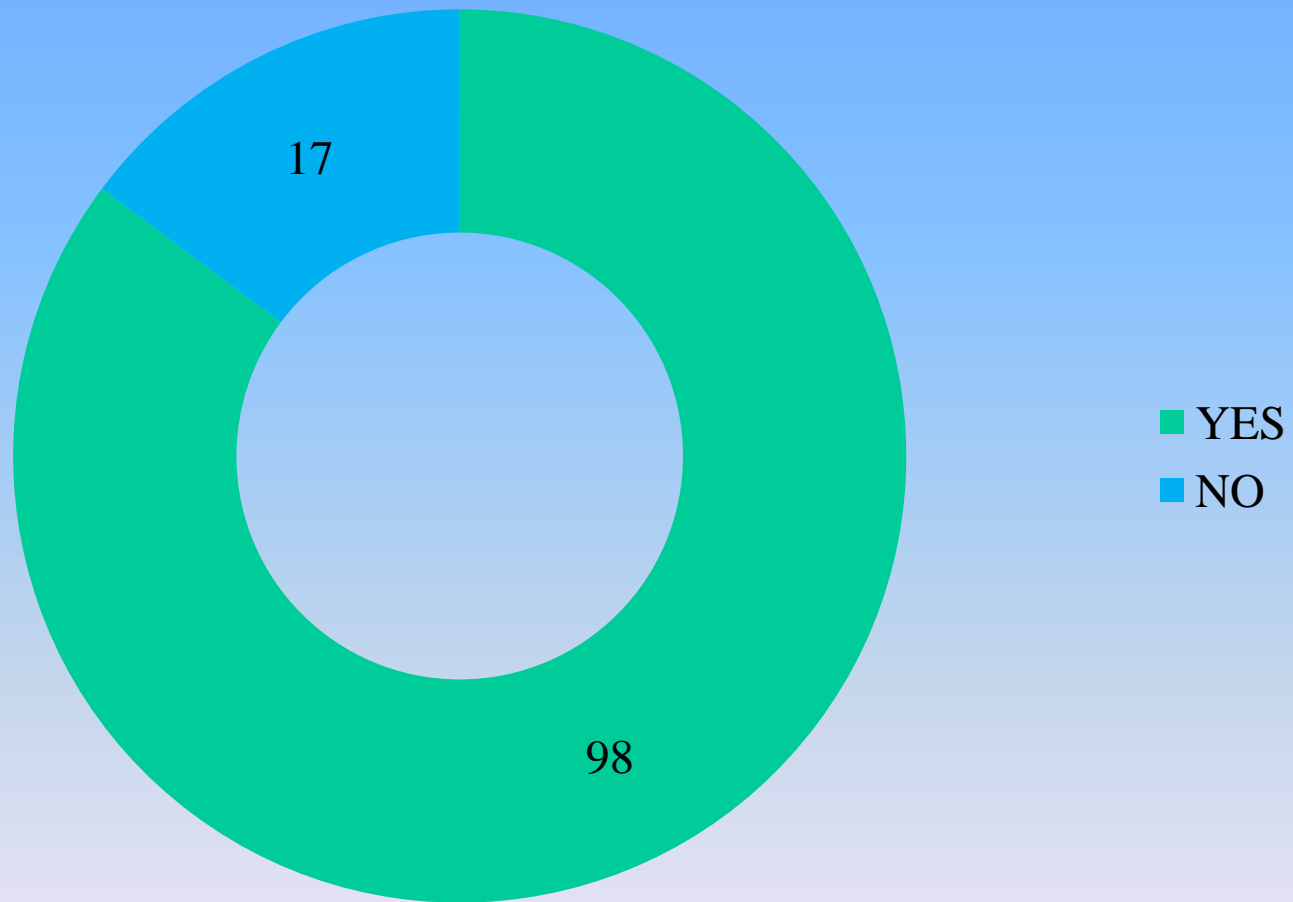

17

98

■ YES
■ NO

All employees are offered ongoing/advanced CAPS system training. Have you ever attended an ongoing/advanced CAPS system training session?


20

95

YES
NO
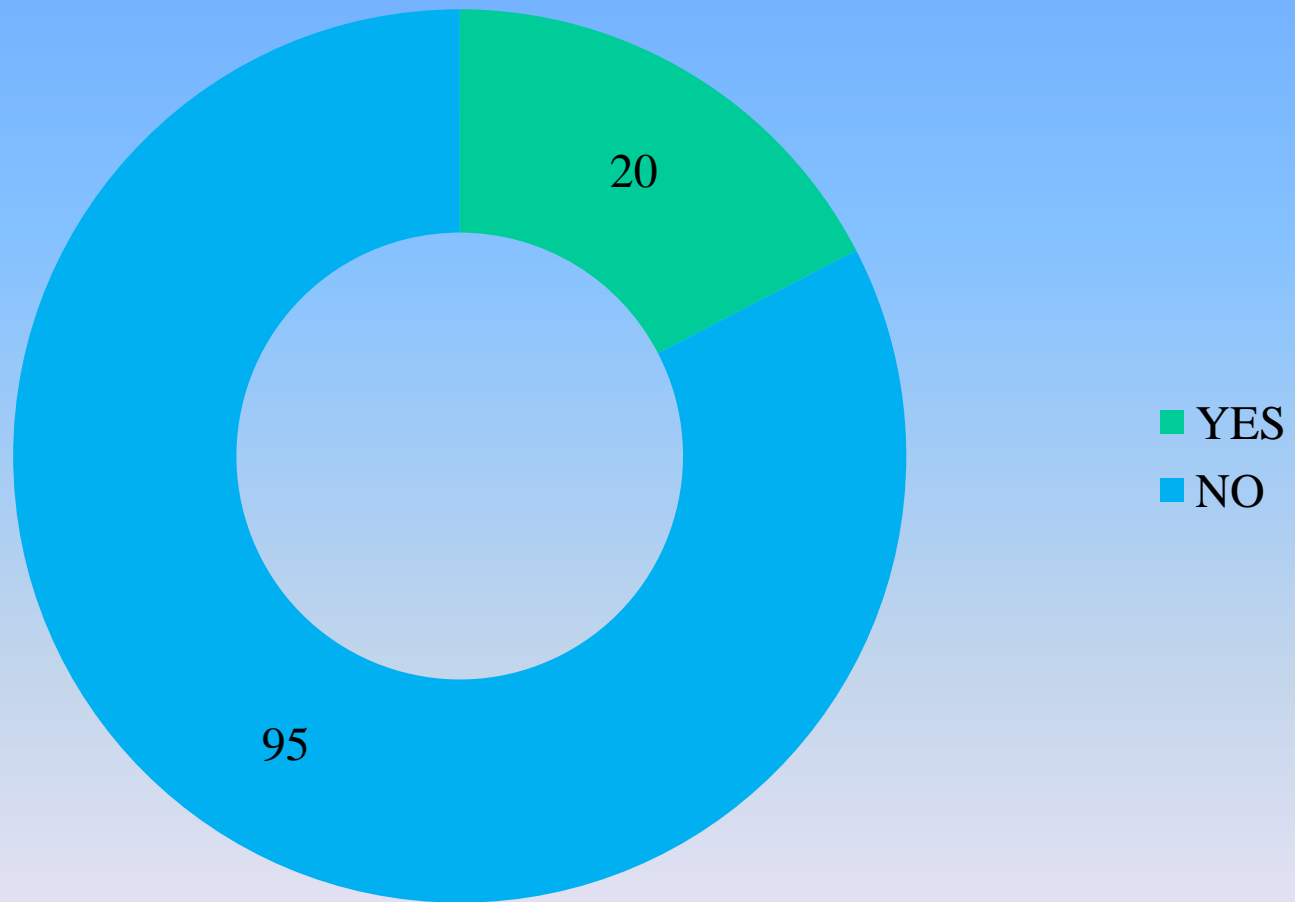
During 2009, ongoing/advanced CAPS system training sessions were offered in Helena. Please identify the factors that prohibited you from attending these sessions and that could potentially prohibit you from attending future advanced training sessions.

A.   Did not receive notice ongoing/advanced sessions were being offered.
B.   My request to attend was not approved by management.
C.   The distance to travel is too far.
D.   The material being covered in the sessions is not what I need.
E.   I don't feel that I need advanced system training.
F.   The dates that the sessions are offered are not convenient.
G.   I don't use CAPS.
H.   Other.

Category	Value
A	7
B	6
C	21
D	12
E	47
F	16
G	2
H	33
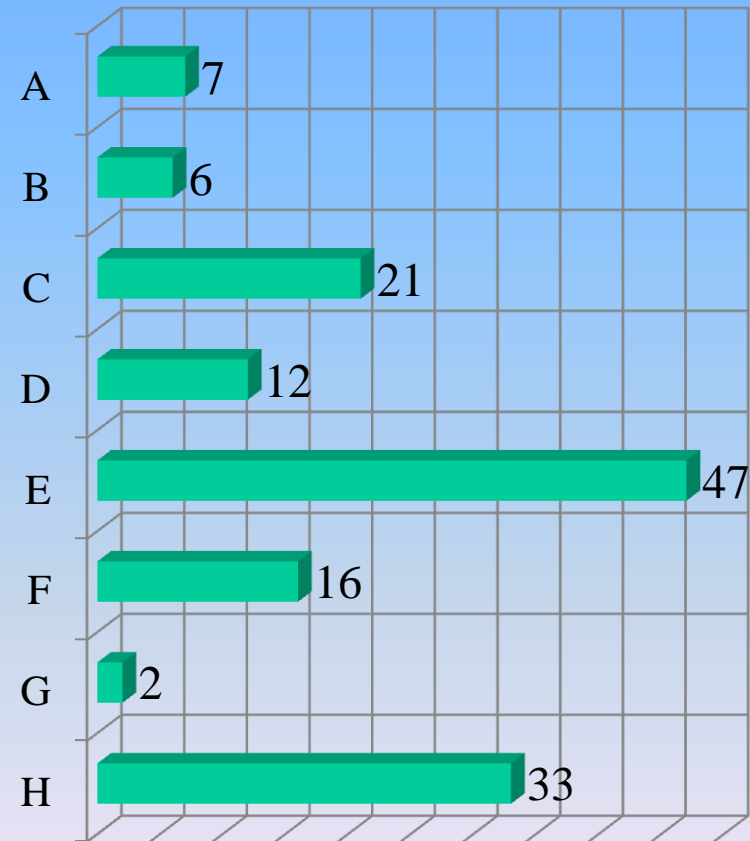
Did you feel the CAPS presentation during the annual policy training in August/September, 2009, provided you with valuable information?


25

15

75

- YES
- NO
- DID NOT ATTEND
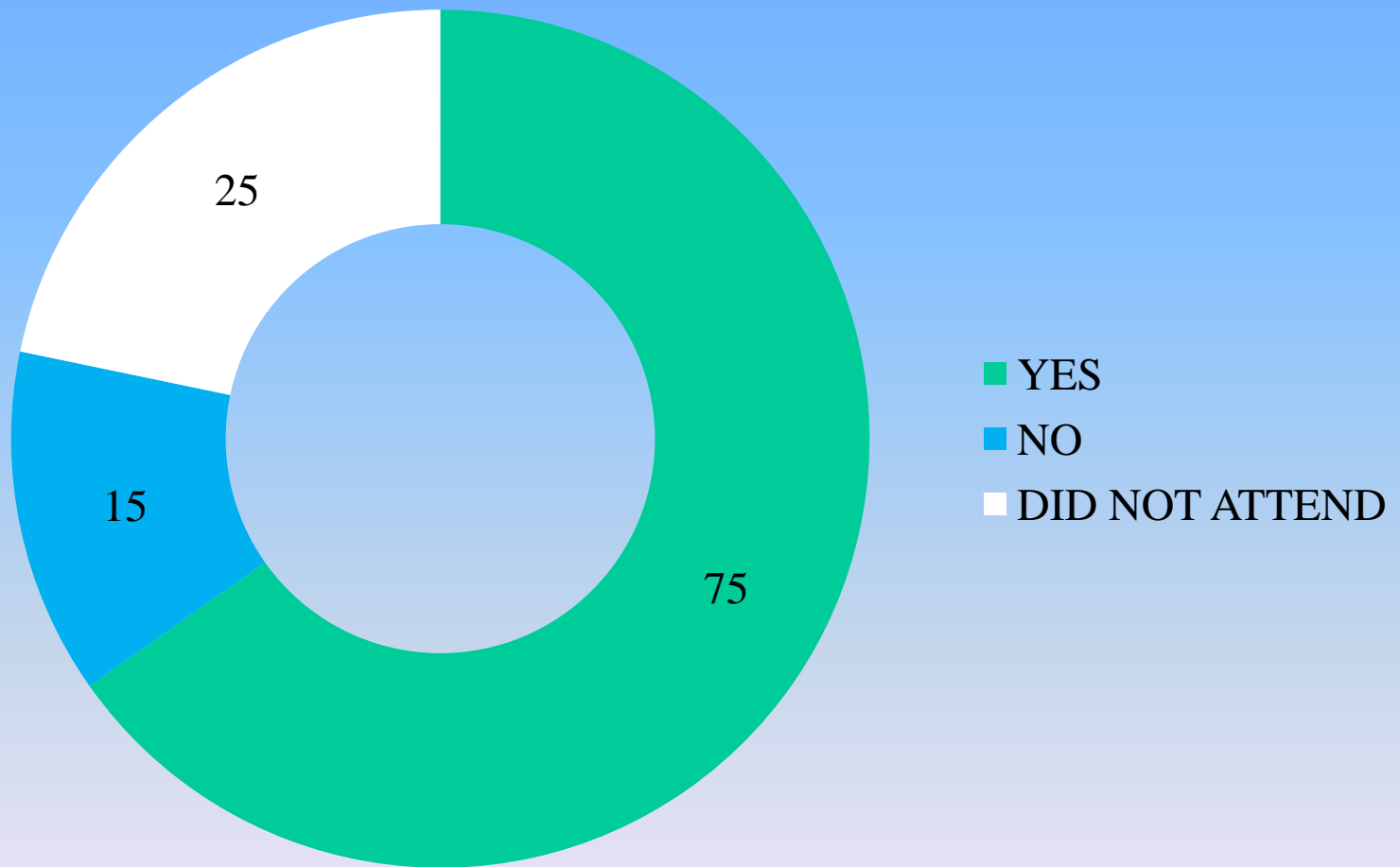
Would you like to see time scheduled during annual policy training specifically for CAPS Q& A?

YES 80
NO 35
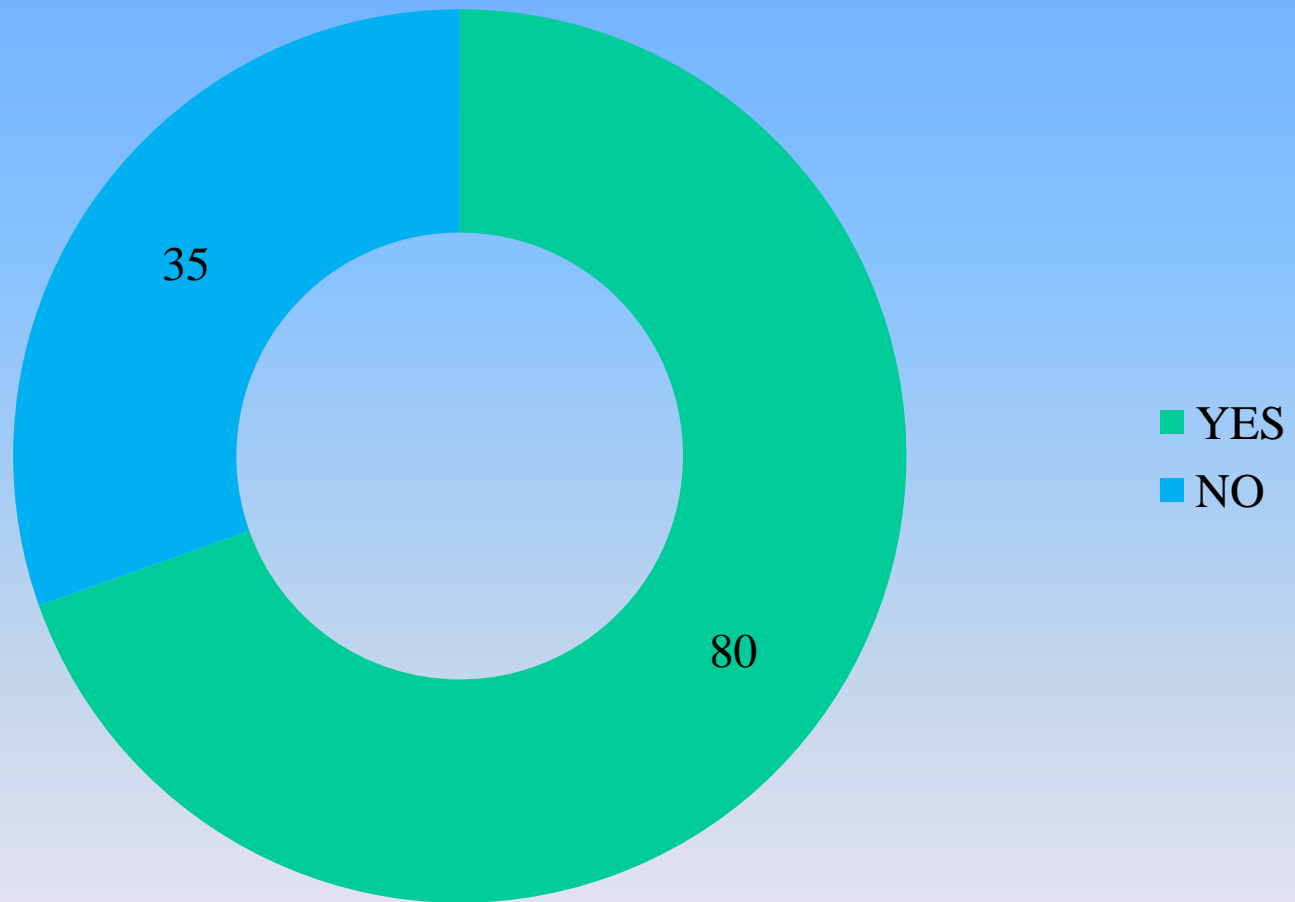
When you experience CAPS system issues/problems, who do you contact or where do you go for help?

A. A co-worker.
B. My supervisor.
C. CAPS Help Desk.
D. CAPS Computer Systems Specialist.
E. CAPS Liaison.
F. CAPS Training Guide.
G. CAPS Training Website.

A 85
B 48
C 104
D 21
E 4
F 46
G 18
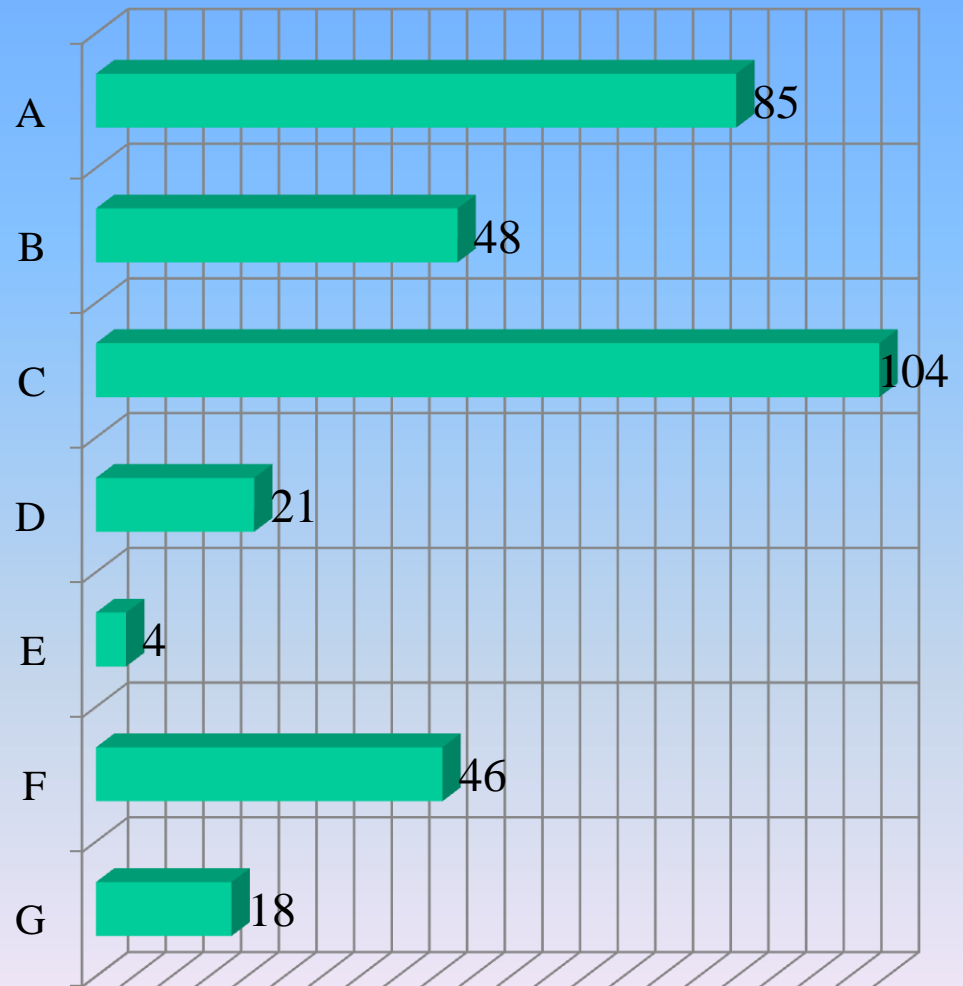
# When you create and/or notice data entry errors in the CAPS system, what do you do to correct them?

A. Try to correct the problem myself.
B. Ask a co-worker for help correcting the problem.
C. Ask my supervisor for help correcting the problem.
D. Call the CAPS Help Desk for help correcting the problem.
E. Call the Central Office policy expert for help correcting the problem.
F. Call Margaret Jennings-Jeffrey for help correcting the problem.
G. Ignore it if the error was created by another worker. It's not my problem.
H. Ignore it unless it is causing me to not be able to enter other information.

A — 86
B — 55
C — 51
D — 97
E — 5
F — 21
G — 5
H — 12
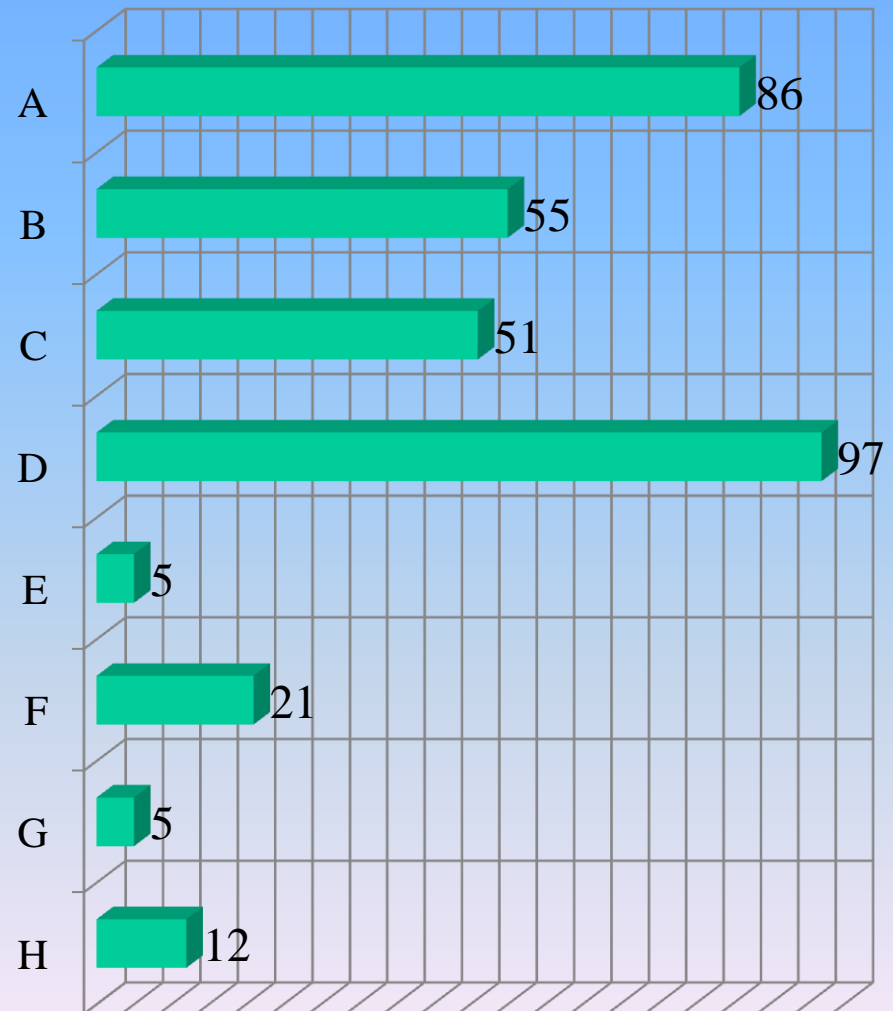
Are you aware that the new child welfare system (MACWIS) is going to replace CAPS?
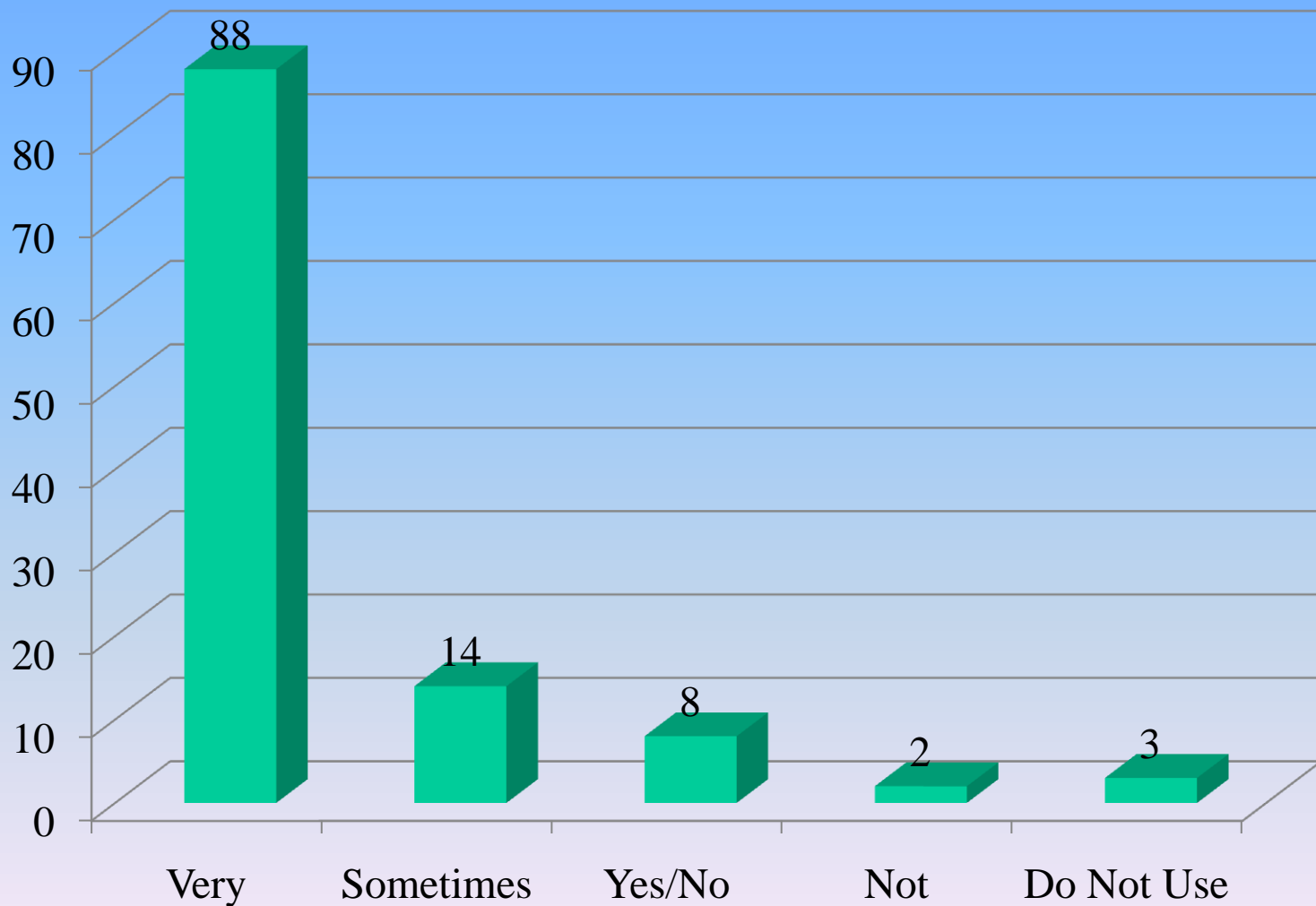

- 14
- 101

YES
NO
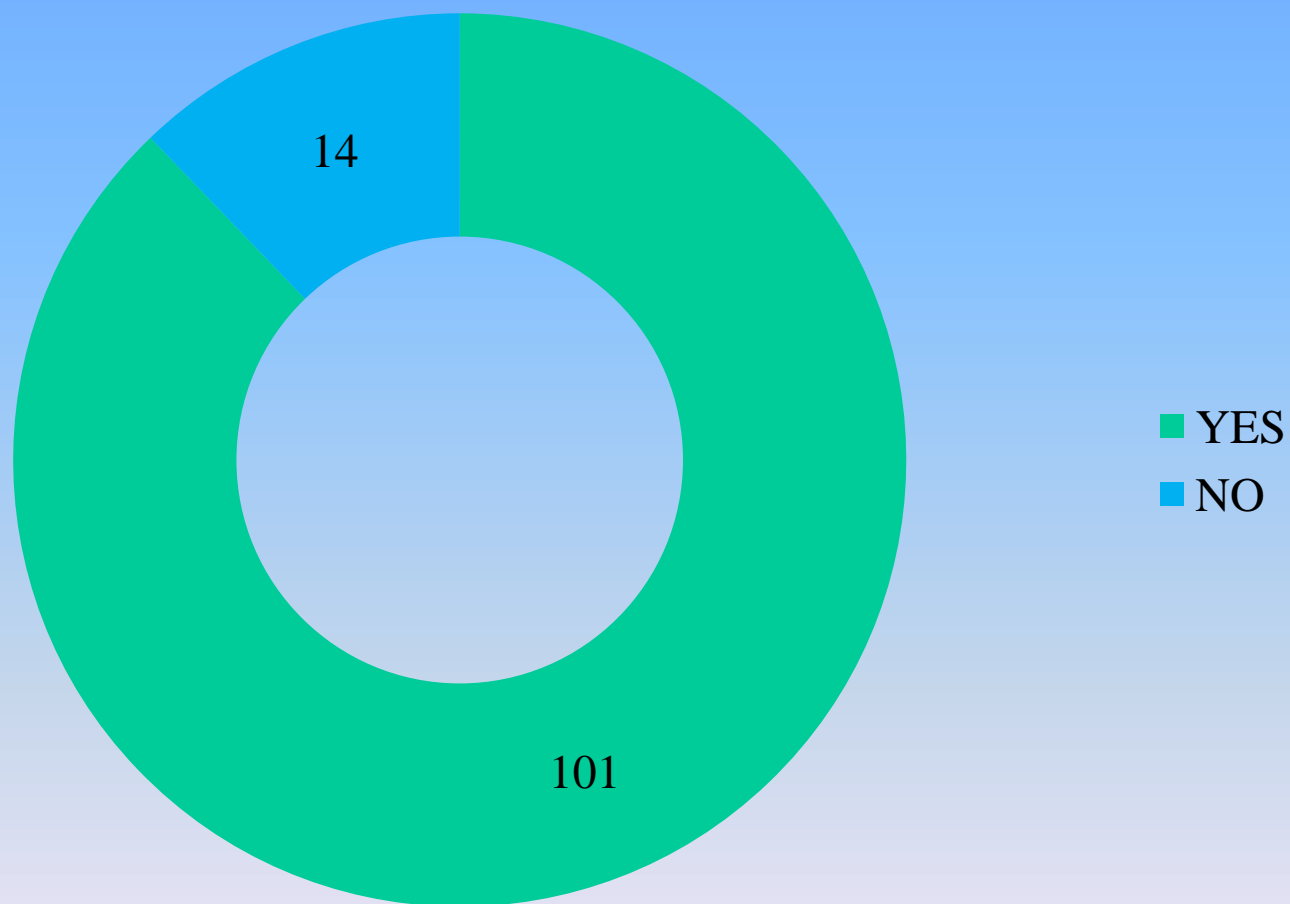
Please rate the usefulness of the **CAPS training materials** using the following scale: 1=very helpful; 2=sometimes helpful; 3=sometimes helpful, sometimes not helpful; 4=not helpful at all; 5=don't use this resource.
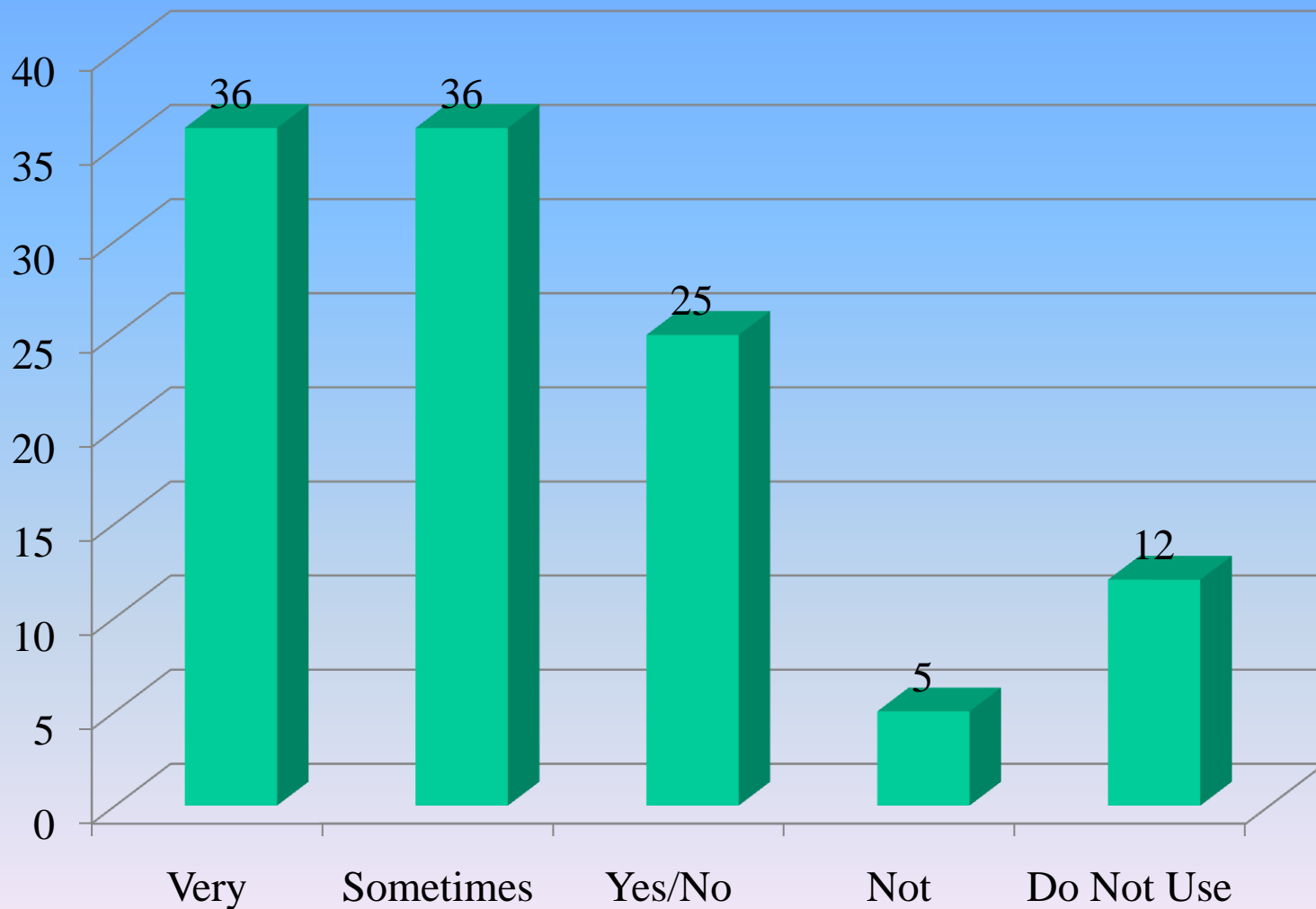
Please rate the usefulness of **CAPS online help** using the following scale: 1=very helpful; 2=sometimes helpful; 3=sometimes helpful, sometimes not helpful; 4=not helpful at all; 5=don't use this resource.
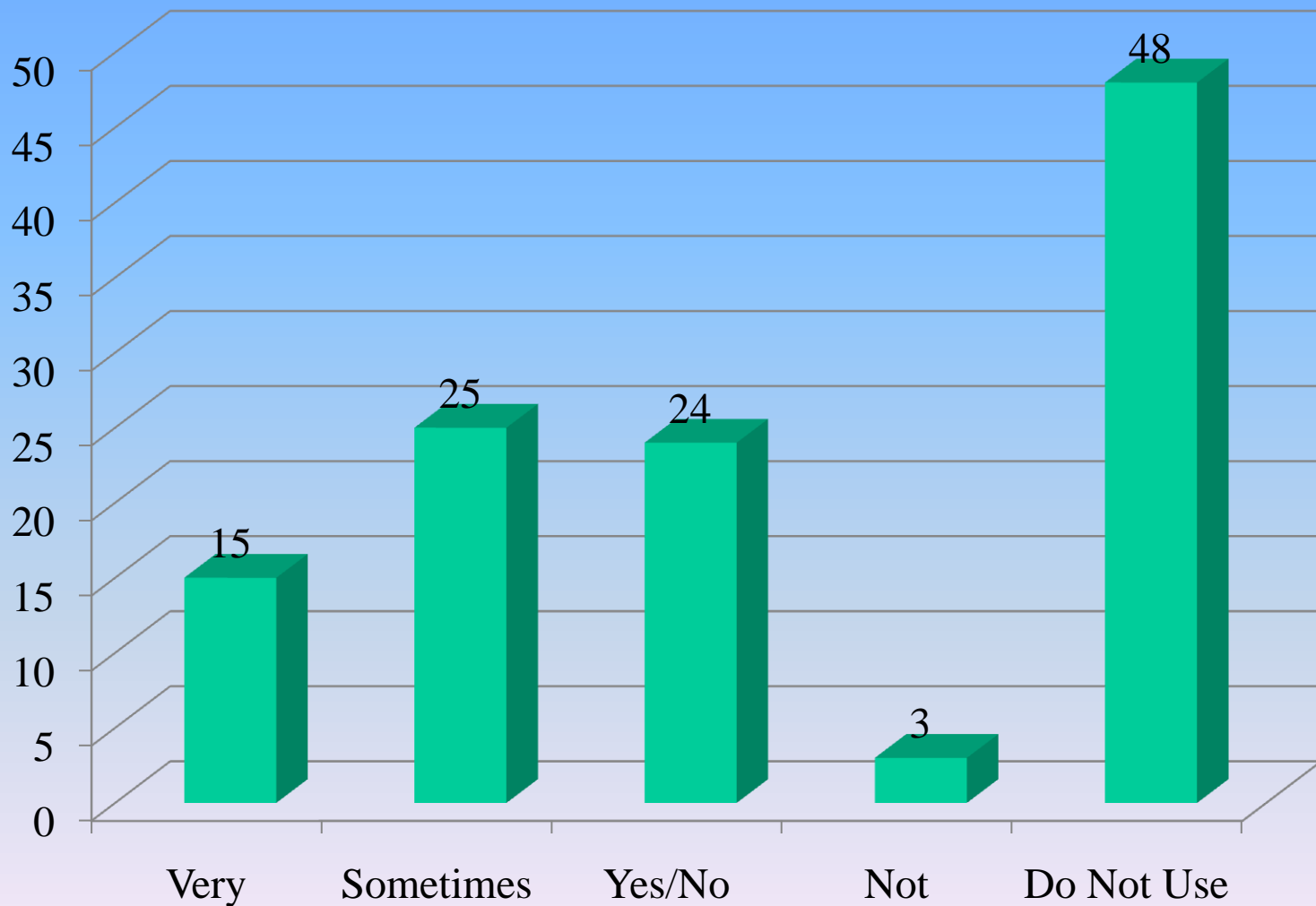
Please rate the usefulness of the **CAPS Help Desk** using the following scale: 1=very helpful; 2=sometimes helpful; 3=sometimes helpful, sometimes not helpful; 4=not helpful at all; 5=don't use this resource.

Please rate the usefulness of the **CAPS Training Website** using the following scale: 1=very helpful; 2=sometimes helpful; 3=sometimes helpful, sometimes not helpful; 4=not helpful at all; 5=don't use this resource.
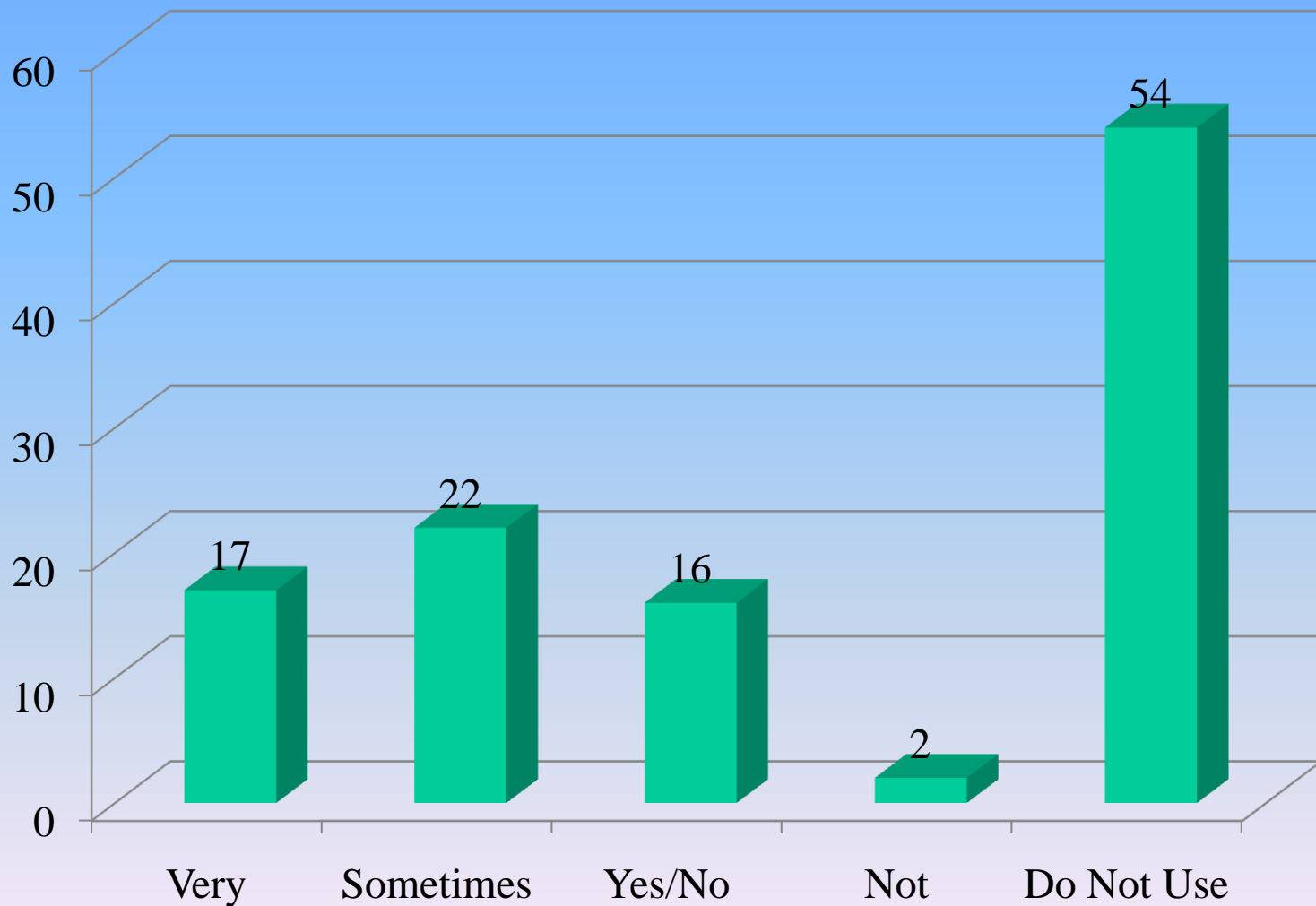
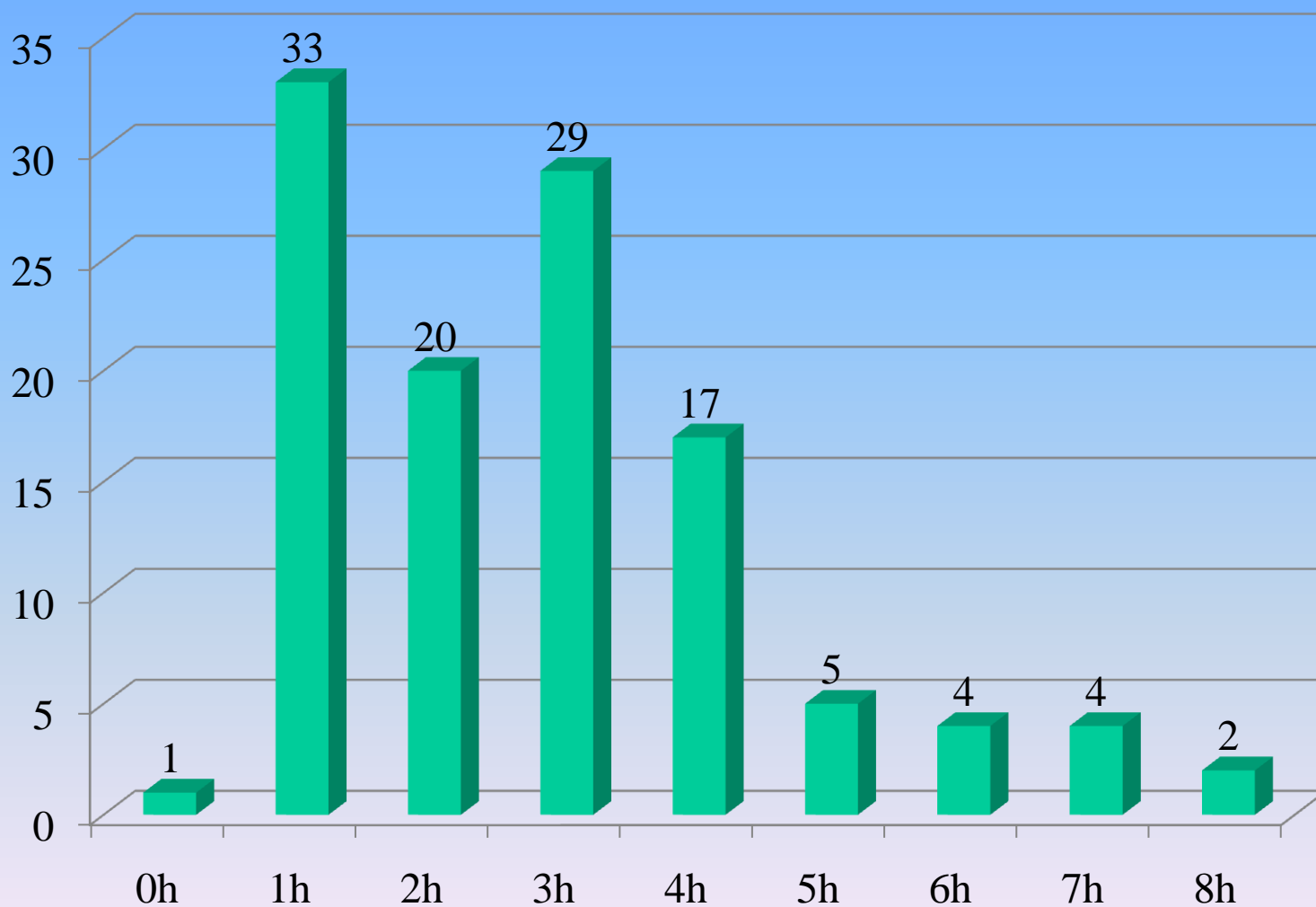# Have you ever been informed of, or are you aware of, how the information that you enter into the CAPS system is utilized?

15

100

YES
NO
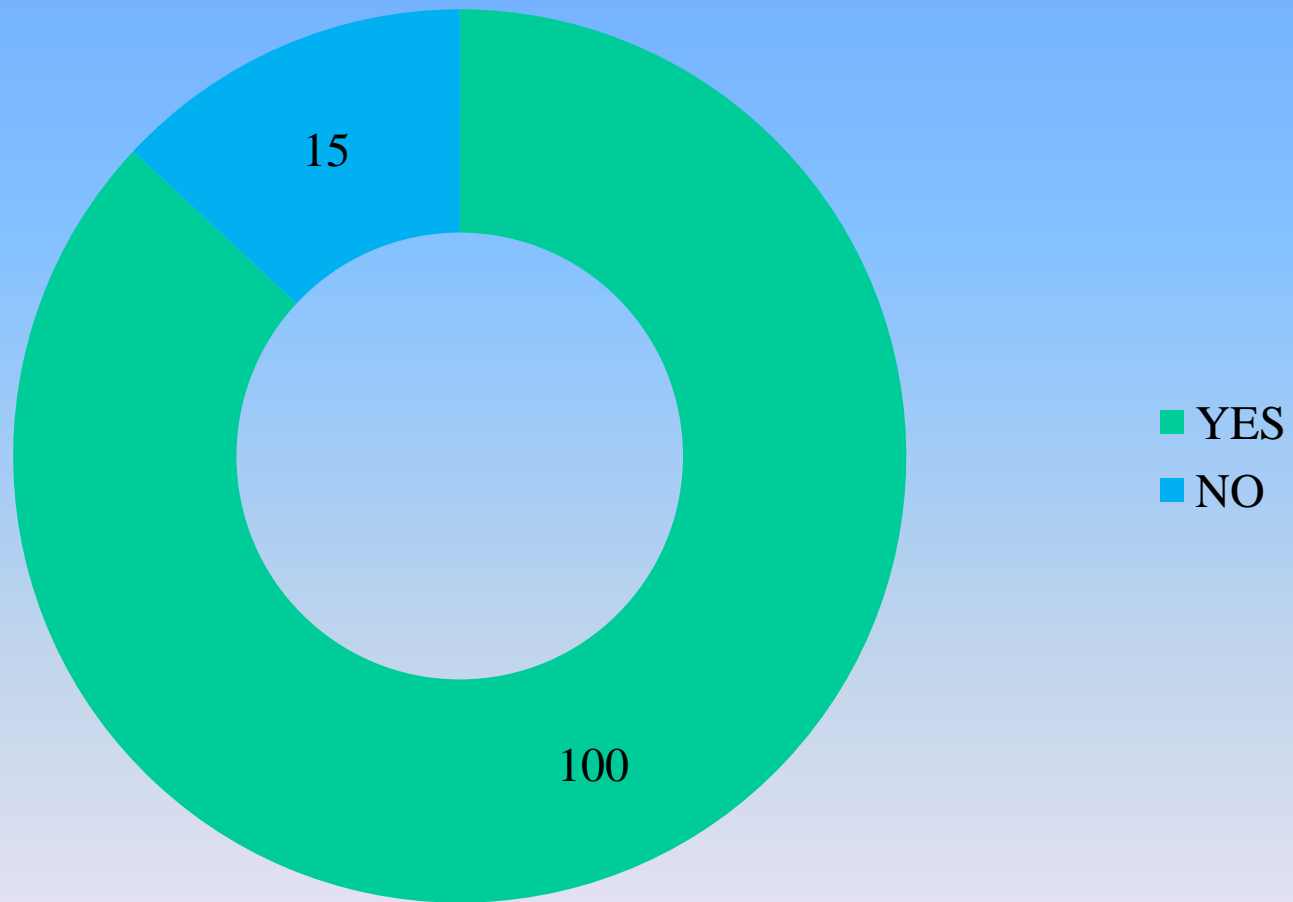
# Do you feel that knowing how the information that you enter into the CAPS system is utilized is important?

5

110

- YES
- NO
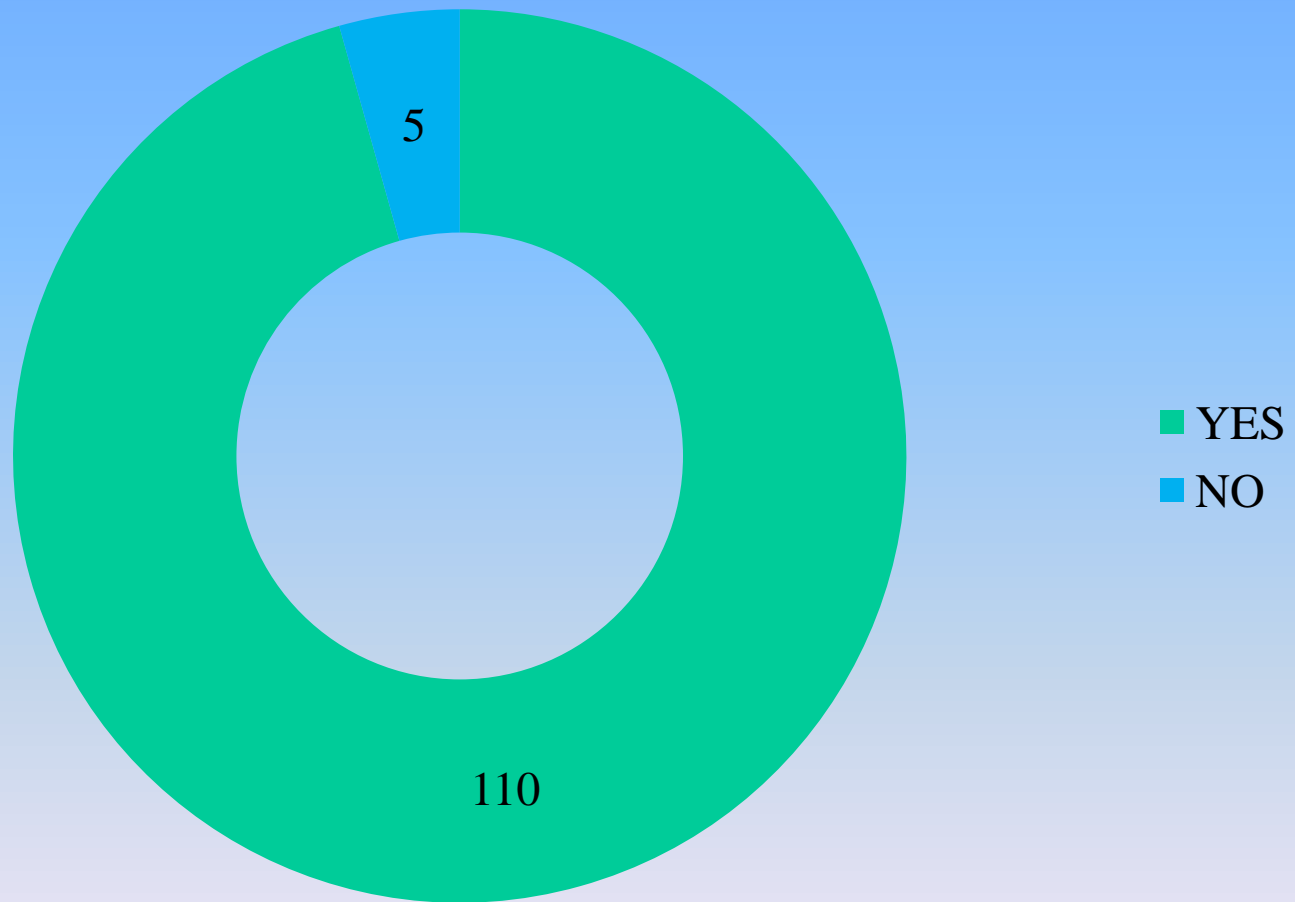
How many hours of your work day would you say you spend entering/accessing information in CAPS/DocGen (on average)?

Currently, the CAPS training website contains such information as the training schedule, training guides, screen guides, system documentation and links to other department websites. How often do you access the CAPS training website?
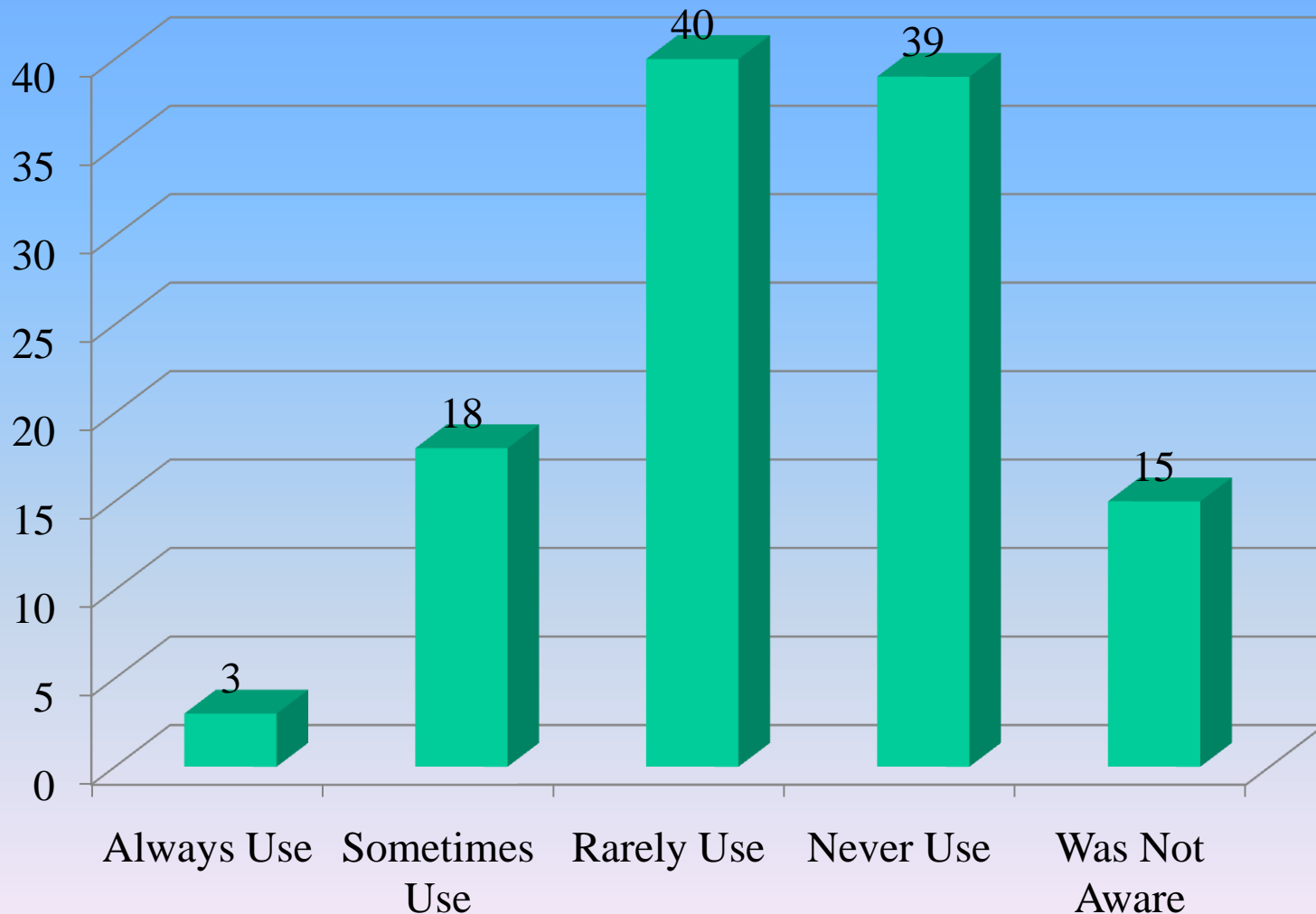
If you were to access the CAPS training website on a daily basis, what areas would you utilize the most?

A. Training schedule/register for training
B. Updated training guides/handouts
C. Written documentation on how to perform tasks in CAPS
D. Online demonstrations on how to perform tasks in CAPS
E. Documentation/demos on recent enhancements to CAPS
F. System documentation (rate list, service code descriptions, etc)
G. CAPS report documentation
H. List of Central Office contacts/policy specialists
I. An area to post questions/receive answers/FAQs
J. CAPS system tips & tricks

Area	Value
A	22
B	52
C	70
D	67
E	55
F	33
G	37
H	32
I	38
J	69